

TekLinks Inc. dba C Spire Business Response to  
Alabama Community College System &  
Higher Education Joint Purchasing Agreement

February 14, 2019  
Bid #: ACCS-2019-01



## Letter of Transmittal

201 Summit Parkway  
Birmingham, AL 35209  
205-314-6600  
<http://www.cspire.com>

February 14, 2019

Subject: The Alabama College System Joint Purchasing Agreement

This letter is to transmit that TekLinks Inc. dba C Spire Business (herein after referred to as C Spire Business) is officially submitting a response to the Request for Bid due on February 15, 2019. Mike Girouard is authorized to make contractual obligations for C Spire Business. He is also authorized to negotiate this contract on behalf of C Spire Business. Mike Girouard can be contacted for clarification to any part of this response. C Spire Business accepts the Conditions Governing the Procurement unless otherwise explicitly noted in the response to this RFB. Mike, on behalf of C Spire Business, has received any and all amendments to the RFB.

Regards,

**Mike Girouard**  
Executive Vice President of Sales  
[mgirouard@cspire.com](mailto:mgirouard@cspire.com)  
d:205.314.6639  
c:205.965.0306



## Evaluation Submission form

The purpose of this form is to provide a single summary document per submitting vendor that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

### Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Vendors may not have all of these departments/positions/titles. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to [JPA-Notification@accs.edu](mailto:JPA-Notification@accs.edu).

Vendor Name: C Spire Business, Inc Last Updated: 02/02/2019

JPA Website Address: www.CSpire.com (TBD & appropriately set up if awarded)

	<b>Name(s)</b>	<b>Phone Number(s)</b>	<b>E-mail Address(s)</b>
Primary Contract Executive(s)	Mike Girouard	205-314-6639	<a href="mailto:mgirouard@cspire.com">mgirouard@cspire.com</a>
Sr. Account/Sales Manager(s) (by region if necessary)	Jim Griffith (Huntsville) James Fisher (Bham) Britt York (Daphne) <i>See next page for full list</i>	256-270-0702 205-314-6600 251-621-0314	<a href="mailto:jgriffith@cspire.com">jgriffith@cspire.com</a> <a href="mailto:jfisher@cspire.com">jfisher@cspire.com</a> <a href="mailto:byork@cspire.com">byork@cspire.com</a>
Account/Sales Manager(s) (by region if needed)	<b>See Next Page for List of Account Teams</b>		
Technical Support		205.314.6634	<a href="mailto:hosting@cspire.com">hosting@cspire.com</a>

## Complete List of Account/Sales Manager(s)

Enterprise Sales Management Team		Role	Geo	Work	Cell	Email
<b>Mike Girouard</b>		<b>EVP of Enterprise Sales</b>	<b>Birmingham</b>	<b>(205) 314-6639</b>	<b>(205) 965-0306</b>	<a href="mailto:mgirouard@cspire.com">mgirouard@cspire.com</a>
1	Jeff Mackin	Director of Enterprise Sales South	Mobile	(251) 202-0870	(251) 422-4934	<a href="mailto:jmackin@cspire.com">jmackin@cspire.com</a>
2	Randall Dennis	Director of Enterprise Sales North	Nashville		(615) 767-6272	<a href="mailto:rdennis@cspire.com">rdennis@cspire.com</a>
3	David Armistead	Director of Enterprise Sales Central	Birmingham	(205) 314-6658	(205) 516-0931	<a href="mailto:darmistead@cspire.com">darmistead@cspire.com</a>
4	Doug Mays	Practice Manager	Jackson	(601) 974-7980	(769) 798-7910	<a href="mailto:dmays@cspire.com">dmays@cspire.com</a>
North Enterprise Team		Role	Geo	Work	Cell	Email
<b>Randall Dennis</b>		<b>Enterprise Sales Director</b>	<b>Nashville</b>			<a href="mailto:rdennis@cspire.com">rdennis@cspire.com</a>
1	Mike Butler	ECAM	Knoxville		(865) 607-8383	<a href="mailto:mibutler@cspire.com">mibutler@cspire.com</a>
2	Jim Griffith	ECAM	Huntsville	(256) 430-4972	(256) 656-8761	<a href="mailto:jgriffith@cspire.com">jgriffith@cspire.com</a>
3	Ashley Tucker	ECAM	Huntsville	(205) 314-6650	(520) 227-2277	<a href="mailto:aetucker@cspire.com">aetucker@cspire.com</a>
4	Bryan Koewler	ECAM	Knoxville	(865) 545-5093	(865) 591-8302	<a href="mailto:bkoewler@cspire.com">bkoewler@cspire.com</a>
5	Cameron Langley	ECAM	Huntsville		(256) 430-4972	<a href="mailto:clangley@cspire.com">clangley@cspire.com</a>
Central Enterprise Team		Role	Geo	Work	Cell	Email
<b>David Armistead</b>		<b>Enterprise Sales Director</b>	<b>Birmingham</b>	<b>(205) 314-6658</b>	<b>(205) 516-0931</b>	<a href="mailto:darmistead@cspire.com">darmistead@cspire.com</a>
1	James Fisher	ECAM	Birmingham	(205) 314-6638	(205) 567-5052	<a href="mailto:jfisher@cspire.com">jfisher@cspire.com</a>
2	Ed Hyde	ECAM	Birmingham	(205) 278-7221	(205) 910-3462	<a href="mailto:ehyde@cspire.com">ehyde@cspire.com</a>
3	Nancy Rockett	ECAM	Birmingham	(205) 314-6656	(205) 960-5598	<a href="mailto:nrockett@cspire.com">nrockett@cspire.com</a>
4	Doug Pass	ECAM	Birmingham	(205) 314-6627	(205) 261-1500	<a href="mailto:dpass@cspire.com">dpass@cspire.com</a>
5	Stacey Karney	ECAM	Birmingham	(205) 443-1065	(205) 873-2999	<a href="mailto:skarney@cspire.com">skarney@cspire.com</a>
6	Chase Robertson	ECAM	Birmingham		(205) 542-2807	<a href="mailto:crobertson@cspire.com">crobertson@cspire.com</a>
7	Lauren Dempsey	ECAM	Birmingham	(205) 484-0362	(205) 790-8211	<a href="mailto:ldempsey@cspire.com">ldempsey@cspire.com</a>
South Enterprise Team		Role	Geo	Work	Cell	Email
<b>Jeff Mackin</b>		<b>Director of Enterprise Sales South</b>	<b>Mobile</b>	<b>(251) 202-0870</b>	<b>(251) 422-4934</b>	<a href="mailto:jmackin@cspire.com">jmackin@cspire.com</a>
1	Melissa Brown	ECAM	Hattiesburg	(601) 450-6600	(601) 606-0966	<a href="mailto:mbrown@cspire.com">mbrown@cspire.com</a>
2	Brad Sykes	ECAM	Daphne	(228) 868-5554	(770) 598-0563	<a href="mailto:bsykes@cspire.com">bsykes@cspire.com</a>
3	Terri Lowery	ECAM	Hattiesburg	(601) 450-6600	(601) 344-8267	<a href="mailto:tlowery@cspire.com">tlowery@cspire.com</a>
4	Britt York	ECAM	Daphne	(251) 621-0314	(205) 566-9013	<a href="mailto:byork@cspire.com">byork@cspire.com</a>
5	Don Roy	ECAM	Daphne	(251) 202-0858	(205) 427-8192	<a href="mailto:droy@cspire.com">droy@cspire.com</a>
Commercial Sales Management Team		Role	Geo	Work	Cell	Email
1	<b>Hunter Lindsay</b>	<b>VP of Commercial Sales</b>	<b>Chattanooga</b>	<b>(423) 521-7414</b>	<b>(423) 595-6050</b>	<a href="mailto:hlindsay@cspire.com">hlindsay@cspire.com</a>
2	Ches Allen	Director of Commercial Sales Central	Birmingham	(205) 278-7237	(205) 586-4877	<a href="mailto:callen@cspire.com">callen@cspire.com</a>
North Commercial Team		Role	Geo	Work	Cell	Email
<b>Hunter Lindsay</b>		<b>VP of Commercial Sales</b>	<b>Chattanooga</b>	<b>(423) 521-7414</b>	<b>(423) 595-6050</b>	<a href="mailto:hlindsay@cspire.com">hlindsay@cspire.com</a>
1	Hunter Clark	TSM	Nashville	(615) 503-0441	(615) 981-2371	<a href="mailto:hclark@cspire.com">hclark@cspire.com</a>
2	Stuart Cooper	TSM	Nashville	(615) 503-0557	(615) 971-0025	<a href="mailto:scooper@cspire.com">scooper@cspire.com</a>
3	Clay Causey	TSM	Knoxville	(865) 288-5544	(865) 363-1455	<a href="mailto:ccausey@cspire.com">ccausey@cspire.com</a>
4	Jennifer Lagutin	TSM	Knoxville	(615) 503-0435	(423) 421-0116	<a href="mailto:jlagutin@cspire.com">jlagutin@cspire.com</a>
Central Commercial Team		Role	Geo	Work	Cell	Email
<b>Ches Allen</b>		<b>Director of Commercial Sales Central</b>	<b>Birmingham</b>	<b>(205) 278-7237</b>	<b>(205) 586-4877</b>	<a href="mailto:callen@cspire.com">callen@cspire.com</a>
1	Wesley Templeton	CAM	Birmingham	(205) 443-1056	(205) 965-1274	<a href="mailto:wtempleton@cspire.com">wtempleton@cspire.com</a>
2	Brooke Guthrie	Inside Sales	Birmingham	(205) 314-6613	(205) 585-0081	<a href="mailto:bguthrie@cspire.com">bguthrie@cspire.com</a>
3	Ralph Stevens	TSM	Birmingham	(205) 484-0387	(205) 873-1946	<a href="mailto:rstevens@cspire.com">rstevens@cspire.com</a>
4	Cindy Fetters	TSM	Birmingham	(205) 314-6622	(678) 951-7758	<a href="mailto:cfetters@cspire.com">cfetters@cspire.com</a>
5	Jason Elrod	TSM	Birmingham	(205) 484-0356	(404) 396-9012	<a href="mailto:jelrod@cspire.com">jelrod@cspire.com</a>
6	Eric Sturtevant	TSM	Birmingham			<a href="mailto:esturtevant@cspire.com">esturtevant@cspire.com</a>
South Commercial Team		Role	Geo	Work	Cell	Email
<b>Jeremy Neff</b>		<b>Director of Commercial Sales South</b>	<b>Mobile</b>		<b>(251) 447-7381</b>	<a href="mailto:jneff@cspire.com">jneff@cspire.com</a>
1	Jeff Jacobs	TSM	Mobile	(251) 202-0872		<a href="mailto:jjacobs@cspire.com">jjacobs@cspire.com</a>
2	Tony Leland	TSM	Hattiesburg	(601) 255-0097	(601) 297-4124	<a href="mailto:jbenson@cspire.com">jbenson@cspire.com</a>
Presales Engineering & Sales Support		Role	Geo	Work	Cell	Email
<b>Adam Reece</b>		<b>Director of Presales Engineering</b>	<b>Birmingham</b>	<b>(205) 271-3082</b>	<b>(205) 527-5655</b>	<a href="mailto:areece@cspire.com">areece@cspire.com</a>
1	Patrick Sun	Presales North Team	Nashville	(615) 294-6053		<a href="mailto:psun@cspire.com">psun@cspire.com</a>
2	Bryan Moore	Presales North Team	Knoxville	(865) 219-2173	(865) 804-2796	<a href="mailto:bmoore@cspire.com">bmoore@cspire.com</a>
3	Charley King	Presales Central Team	Birmingham	(205) 314-6636	(205) 296-6855	<a href="mailto:cking@cspire.com">cking@cspire.com</a>
4	Bobby McLeod	Presales Central Team	Birmingham	(205) 271-3085	(205) 401-5035	<a href="mailto:bmcleod@cspire.com">bmcleod@cspire.com</a>
5	Mike Jackson	Presales South Team	Daphne			NEW
6	Katie McCaffrey	Sales Support	Hattiesburg	(601) 255-0095	(601) 606-2209	<a href="mailto:kmccaffrey@cspire.com">kmccaffrey@cspire.com</a>
7	Kelly Smith	Sales Support	Hattiesburg	(601) 255-0098	(601) 447-1847	<a href="mailto:ksmith@cspire.com">ksmith@cspire.com</a>
8	Janie Cato	Sales Support	Birmingham	(205) 443-6980	(205) 296-0404	<a href="mailto:jcato@cspire.com">jcato@cspire.com</a>
9	Monica Stewart	Sales Support	Birmingham	(205) 484-0361	(205) 478-0710	<a href="mailto:mstewart@cspire.com">mstewart@cspire.com</a>
10	Marla Smith	Sales Support	Birmingham	(205) 484-0371	(205) 276-4659	<a href="mailto:msmith@cspire.com">msmith@cspire.com</a>

## Bid Information Index

C Spire Business has completed the following form to assist the Evaluation Committee in finding specific information as related to your bid response

	<b>Document Name</b>	<b>Page Number(s)</b>
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## Bid Summary

As a long-term provider of information technology solutions to the Alabama Community College System (ACCS), numerous K-12 school systems across the state, and Universities throughout Alabama, C Spire Business looks forward to continuing our relationship by providing top quality IT solutions and engineering services.

As we continue to grow in footprint and breadth of services, we are becoming not only a larger company, but one who is supremely qualified to solve the daily complex challenges of the ACCS with top quality solutions at a fair and competitive price.

This proposal shows the dedication that C Spire Business has in maintaining industry certifications for our Engineering staff as well as Corporate quality certifications to ensure the best experience for ACCS. This proposal is compliant with all requests contained within the RFB and we stand ready to respond to any questions that may arise during the review of our proposal.

As a provider of solutions throughout the state and an incumbent on this specific contract, we are thankful to the ACCS for the opportunity to serve our fellow Alabamians and enhance the educational experience of our Children. Contained in the following sections is all information pertinent to the General Requirements and Specifications defined in the RFB.

## Response to General Requirements & Specifications

- 1.1 C Spire Business agrees and will comply
- 1.2 C Spire Business agrees and will comply
- 1.3 C Spire Business agrees and will comply
- 1.4 C Spire Business agrees and will comply
  
- 2.1 C Spire Business agrees and will comply
- 2.1.1 C Spire Business agrees and will comply
- 2.1.2 C Spire Business agrees and will comply
- 2.1.3 C Spire Business agrees and will comply
- 2.1.4 C Spire Business agrees and will comply
- 2.1.5 C Spire Business agrees and will comply
- 2.1.6 C Spire Business agrees and will comply
- 2.1.7 C Spire Business agrees and will comply
- 2.1.8 C Spire Business agrees and will comply
- 2.1.9 C Spire Business agrees and will comply
  
- 3.1 C Spire Business accepts the Conditions Governing the Procurement. C Spire Business does not manufacture any hardware products and consequently does not hold the ISO9001 certification however we do hold an ISO 20000-1 certification for IT Services Delivery as well as a SSAE 16 Type 2 data center services certification. We are responding to this RFB with products from Cisco Systems, Dell/EMC, VMware, Veeam, Palo Alto, Pure, Syn-Aps, Imprivata, Citrix, Dell, AWS, Liebert & C Spire Business Managed & Cloud Services. C Spire Business is an authorized partner for each of these manufacturers and each of the hardware manufacturers amongst the list maintains an ISO9001 certificate like the ones below.



# C Spire Business

**CERTIFICATE OF REGISTRATION**



Having been audited in accordance with requirements of

**ISO/IEC 20000-1:2011**

SRI Quality System Registrar, 300 Northpointe Circle, Seven Fields, Pennsylvania, 16046, USA, hereby grants to:

**C Spire Business**

Registration of the management system at its locations:

**201 Summit Parkway, Homewood, Alabama, 35209, USA**  
**200 Summit Parkway, Homewood, Alabama, 35209, USA**  
**4200 South Mamie St., Hattiesburg, Mississippi, 39402, USA**  
**6100 Lonas Drive, Knoxville, Tennessee, 37909, USA**  
**512 Autumn Springs Court, Suite E, Franklin, Tennessee, 37067, USA**

The conditions for maintaining this certificate of registration are set forth in the SRI registration agreements R20.3 and R20.4. Further clarifications regarding the scope of this certificate and the ISO/IEC 20000-1:2011 requirements, may be obtained by consulting the organization.

<b>Scope of ISO/IEC 20000-1:2011 registration:</b>	"The C Spire Business service management system that supports the provision of services to internal and external customers from locations in Birmingham, AL; Knoxville, TN; Nashville, TN; and Hattiesburg, MS in accordance with the TekLinks' catalog of services."
<b>Initial SRI registration dates:</b>	May 25, 2011 at Homewood (201 Summit); August 27, 2012 at Homewood (200 Summit) and Hattiesburg; July 28, 2016 at Knoxville and Franklin
<b>Current registration period:</b>	July 28, 2016 through July 27, 2019

Signed for SRI:   
Christopher H. Lake, President & COO

Release Date: August 28, 2018  
Certificate Number: 019254  
Registration Number: 4041-00



Cisco:

LCB.F.12.06.2017

ZERTIFIKAT • CERTIFICATE • 認證證書 • CERTIFICADO • CERTIFICAT



**CERTIFICATE**

The Certification Body of  
**TÜV SÜD AMERICA INC.**

hereby certifies that

**Cisco Systems, Inc.**  
170 West Tasman Drive  
San Jose, CA 95134-1706

(All facilities listed on Appendix)

has implemented a Quality Management System  
in accordance with:

**ISO 9001:2015**

The scope of this Quality Management System includes:

**Design, Development, Manufacturing  
Operations, Sales, Services and Support for  
Networking, Data Center, Communications,  
Video, Collaboration and Security Products,  
Solutions and Services**

Certificate Expiry Date: February 19, 2021

Certificate Registration No: 951 00 0875

Effective Date: January 29, 2018



Mark Nbari  
Vice President, Business Assurance



**ANAB**  
ACCREDITED  
VENDOR SYSTEMS  
CERTIFICATION BODY

TÜV SÜD AMERICA INC • 10 Centennial Drive • Peabody, MA 01960 USA • [www.TUVamerica.com](http://www.TUVamerica.com) TÜV®

Liebert:

**DNY·GL**

## MANAGEMENT SYSTEM CERTIFICATE

---

Certificate No: **CERT-08932-2024-AQ-400-ANAB** Valid:  
27 September 2024 - 27 September 2026

This is to certify that the management system of

**Vertiv Corporation**  
1050 Dearborn Drive, Columbus, OH, 43085, USA  
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Quality Management System standard:  
**ISO 9001:2015**

This certificate is valid for the following scope:  
**The Design, Manufacture and Service of Racks, Devices and Systems that Support and Protect Computers and other Sensitive Electronic Processes. These Devices Provide Environmental Control, Power Protection, Power Distribution, Power Conditioning, and Site Monitoring.**

Please visit us at:  
Katy, TX, 27 September 2024

  
**ANAB**  
ACCREDITED  
MANAGEMENT SYSTEM  
CERTIFICATION BODY

For the issuing office:  
**DNY·GL - Business Assurance**  
3400 Rowlett Drive, Katy, TX, 77449-8184,  
USA

  
**John Blawan**  
Management Representative



Last of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.  
ACCREDITED UNIT: DNY·GL Business Assurance USA, Inc., 3400 Rowlett Drive, Katy, TX 77449 USA. TEL: 281-396-1000. [dnycert.com](http://dnycert.com)

Dell/EMC:



**NSAI**

**Certificate of Registration  
of Quality Management System  
to ISO 9001:2015**

The National Standards Authority of Ireland certifies that:

**Dell Inc.  
One Dell Way  
Round Rock, TX 78682  
USA**

has been assessed and deemed to comply with the requirements of the above standard in respect of the scope of operations given below:

---

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Additional sites covered under this multi-site certification are listed on the Annex (File No. 19.5000)**

Approved by:  
Geraldine Larkin Chief  
Executive Officer

Approved by:  
Lisa Greenleaf  
Operations Manager

---

Registration Number: 19.5000  
Certification Granted: Jan 25, 2011  
Effective Date: Jul 30, 2018  
Expiry Date: Jan 24, 2020



---

National Standards Authority of Ireland, 20 Trafalgar Square, Nashua, New Hampshire, NH 03063, USA T +1 603 882 4412

Palo Alto:

**Certificate of Registration**

**nqa** global assurance

This is to certify that the Quality Management System of:

**Flextronics International USA Inc**  
1007 Gibraltar Drive  
Building 7  
Milpitas CA 95035  
United States of America

This certificate is part of a multi site registration. Refer to certificate 16295 for additional info.

applicable to:

**The Manufacture and Assembly of Box Builds, System Integration, Repair, Product Upgrades and End of Life Manufacturing.**

has been assessed and approved by  
National Quality Assurance, U.S.A., against the provisions of:

**ISO 9001:2015**

*[Signature]*

For and on behalf of NQA, USA

**ANAB**  
ACCREDITED  
ISO 9001:2015  
MANAGEMENT SYSTEMS  
CERTIFICATION BODY

Certificate Number: 16295/43  
EAC Code: 19  
Certified Since: December 5, 2015  
Valid Until: December 4, 2021  
Reissued: December 5, 2018  
Cycle Issued: December 5, 2018

Page 1 of 1

This approval is subject to the company maintaining its system to the required standard, which will be monitored by NQA, USA, 289 Great Road, Suite 105, Acton, MA 01720, an accredited organization under the ANSI-ASQ National Accreditation Board.

Pure Storage

**bsi.**



By Royal Charter

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that: **Foxconn Assembly LLC**  
Q-Edge Corporation  
eCMM Services Incorporated  
8303 Fallbrook Dr.  
Houston  
Texas  
77064  
USA

Holds Certificate No: **FM 61594**

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

The assembly, refurbishment and after service of electronic products, computer related products and network equipment.

For and on behalf of BSI:

  
Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2002-01-11

Latest Revision Date: 2017-10-31

Effective Date: 2016-11-26

Expiry Date: 2019-11-25

Page: 1 of 2



...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [online](#).  
Printed copies can be validated at [www.bsi-global.com/ClientDirectory](http://www.bsi-global.com/ClientDirectory) or telephone +886 (02)2656-0333.

Taiwan Headquarters: 5th Floor, No.39, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.  
A Member of the BSI Group of Companies.

# Amazon Web Service



## Certificate



**Certificate number: 2014-014**

Certified by EY CertifyPoint since: November 4, 2014

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015, the Quality Management System as defined and implemented by

### Amazon Web Services, Inc.\*

and its affiliates (collectively referred to as Amazon Web Services (AWS)) are compliant with the requirements as stated in the standard:

#### ISO 9001:2015

Issue date of certificate: November 4, 2014

Re-issue date of certificate: December 3, 2018

Expiration date of certificate: November 7, 2019

EY CertifyPoint will, according to the certification agreement dated November 9, 2016, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

\*The certification is applicable for the assets, services and locations as described in the scoping section on the back of this certificate.

J. Sehgal | Director, EY CertifyPoint



This certificate is not transferable and remains the property of EY & Young CertifyPoint & V, the Netherlands and is governed by the Dutch law. Any dispute relating to this certificate shall be subject to the exclusive jurisdiction of the court in Rotterdam. The content must not be altered and any promotion by employing this certificate or certification body quality mark must adhere to the scope and nature of certification and to the conditions of contract. Given the nature and inherent limitations of sample-based certification assessments, this certificate is not meant to express any form of assurance on the performance of the organization being certified to the referred ISO standard. The certificate does not grant immunity from any legal, regulatory, obligations. All rights reserved. © Copyright

- 3.2 C Spire Business agrees and will comply
- 3.3 C Spire Business agrees and will comply
- 3.4 C Spire Business agrees and will comply
- 3.5 C Spire Business agrees and will comply
- 3.6 C Spire Business agrees and will comply
- 3.7 C Spire Business agrees and will comply
- 3.8 C Spire Business agrees and will comply
- 3.9 C Spire Business agrees and will comply
- 3.10 C Spire Business agrees and will comply
- 3.11 C Spire Business agrees and will comply
- 3.12 C Spire Business agrees and will comply
- 3.13 C Spire Business agrees and will comply
- 3.14 C Spire Business agrees and will comply
- 3.15 C Spire Business agrees and will comply
- 3.16 C Spire Business agrees and will comply
- 3.17 C Spire Business agrees and will comply
- 3.18 C Spire Business agrees and will comply
- 3.19 C Spire Business agrees and will comply
- 3.20 C Spire Business agrees and will comply. Upon award and prior to issuance of contract, C Spire Business agrees to provide proof of insurance inclusive of the minimum liabilities specified, by an insurance company licensed to do business in the State of Alabama and carries an AM Best rating of at least an A-.
- 3.21 C Spire Business agrees and will comply



## 3.22 Product and Services Delivery Overview

### Product and Engineering Focus & State-Of-The-Art Facilities:

C Spire Business designs, implements and supports solutions from only the leading providers of technology including: Cisco, Microsoft, EMC, Citrix, Veeam, Palo Alto, Pure, Syn-Aps, Imprivata, VMware, Liebert, AWS, Dell and Managed & Cloud Services from our 5 regional data centers. C Spire Business has access to over 180 Data Centers where these services can be offered. By focusing on these industry leaders and next generation services, we are able to deliver a high level of expertise that is unparalleled in the region. We have dedicated professionals working with this choice list of manufacturers to ensure that our engineers are experts in the products we sell. C Spire Business employs a significant number of local Engineers who carry the highest levels of engineering certifications from each of our chosen manufacturers including certification combinations that are only matched by approximately 400 individuals in the world. Please see the listing of our Field Engineering staff in this section.

Along with these field engineering resources, C Spire Business' state of the art data centers allow our clients the freedom to choose how they wish to consume information technology. C Spire Business go to market model is to meet clients where they are on their unique journey to the cloud. We offer the sale of on premises equipment for those who wish to own, operate and maintain their own infrastructure. We also offer clients the flexibility of consuming information technology services from C Spire Business owned infrastructure (the C Spire Business Cloud) and pay only for the services the organization or school needs each month. Finally, we offer clients hybrid solutions which allows community colleges, schools, or higher education institutions the benefit of owning, operating and maintaining what makes the most sense to them while still being able to consume the cloud information technology services that make the most sense to outsource to a managed services provider like C Spire Business.

To decrease risk around the consumption of managed and cloud services from C Spire Business we invest heavily in our managed services engineering staff and our facilities. Our 5 data center facilities total over 72,000 square feet of space which boasts distributed redundancy of power, cooling, internet/telecom connectivity, infrastructure and even data center site resiliency. C Spire Business also owns and operates 4 managed cloud environments across these facilities. C Spire Business employs over 50 engineering resources to design, implement, operate and maintain our 5 data centers and 4 cloud environments. C Spire Business has been ranked the 20<sup>th</sup> best performing Managed Services Provider globally by MSPmentor and the 9<sup>th</sup> best performing Cloud Service Provider in the nation by Talkin' Cloud.

## Field Engineering Scale, Depth & Certification:

Note the data below only speaks to individual Field SE certifications and does not depict the robustness of the skillset many engineers have but just don't carry a formal certification to represent the knowledge.

Engineering Role	Location	CEH - Certified Ethical Hacker	CISSP - Certified Information Systems Security Professional	ComPTik A+	ComPTik Network+	ComPTik Security+	AWS Certified Solutions Architect - Associate	CCDA	CCDP	CCIE Routing & Switching	CCIE Collaboration	CCIE Voice	CCNA Written	CCNA	CCNP	CCSP	CCVP	ISE	SMB Solutions	SourceFire Security	CCA	CCA-Virtualization	CCE - Virtualization	CCP - Networking	EMC VxRail	EMC Cloud Architect	EMC DataDomain	EMC IE (NAS & SAN)	EMC SourceOne	ITIL v3	Microsoft MCITP	Microsoft MCP	Microsoft MCSA	Microsoft MCSE	Microsoft MCSE Cloud Platform & Infrastructure	Quest Migration Mgr	VMware VC AP - DataCenter Design	VMware VCP		
Solutions Architect	Mobile						X	X	X																															
Systems Engineer	Birmingham																																							
Systems Engineer	Mobile			X	X																																		X	
Senior Systems Engineer	Birmingham						X	X			X	X	X	X																									X	
Senior Systems Engineer	Birmingham	X		X	X						X																				X	X	X	X					X	
Systems Engineer	Huntsville																																							
Systems Engineer	Hattiesburg												X																											
Systems Engineer	Birmingham							X			X																													
Systems Engineer	Birmingham						X				X	X	X	X	X																									
Systems Engineer	Birmingham																																							
Systems Engineer	Birmingham																																							
Security Engineer	Nashville																																							
Senior Systems Engineer	Gulfport										X		X																											
Senior Systems Engineer	Mobile						X				X	X	X	X		X																								
Systems Engineer	Hattiesburg																																							
Senior Systems Engineer	Birmingham																																							
Associate Engineer	Birmingham																																							
Systems Engineer	Mobile																																							
Systems Engineer	Knoxville																																							
Systems Engineer	Gulfport			X	X	X																																		
Solutions Architect	Hattiesburg																																							
Systems Engineer	Birmingham																																							
Systems Engineer	Birmingham																																							
Systems Engineer	Birmingham																																							
Senior Systems Engineer	Birmingham																																							
Systems Engineer	Huntsville																																							
Systems Engineer	Birmingham			X	X																																			
Senior Systems Engineer	Birmingham																																							
Systems Engineer	Huntsville																																							
Security Engineer	Nashville																																							
Systems Engineer	Hattiesburg																																							
Systems Engineer	Birmingham																																							
Systems Engineer	Birmingham																																							
Systems Engineer	Birmingham																																							
Senior Systems Engineer	Birmingham																																							
Systems Engineer	Mobile																																							
Systems Engineer	Mobile																																							
Senior Systems Engineer	Knoxville																																							
Systems Engineer	Birmingham																																							
Security Engineer	Nashville	X	X																																					
Associate Engineer	Birmingham																																							
Senior Systems Engineer	Mobile																																							
Solutions Architect	Birmingham	X					X	X																																

## C Spire Business Managed & Cloud Services Product Offerings:

### C Spire Business Managed & Cloud Services Product Offerings:

- **C Spire Cloud Infrastructure**
  - Managed & Unmanaged Virtual Servers & Virtual Data Center
  - Networking & Bandwidth
  - HybridLink
  - Security
- **Data Protection Services**
  - Cloud-based and Offsite Backup & Replication
  - Disaster Recovery as a Service
  - Cloud File Backup
  - Enterprise File Sync & Share
- **Data Center Services**
  - Hosting & Colocation services
- **Communication & Productivity**
  - Office 365 supported by C Spire Business
  - Hosted Exchange
  - Email security and filtering services
- **Professional Services**
  - Monitored and Managed Network Devices
  - Security & Compliance Services
- **Internet & Network Connectivity**
  - Internet circuit services
  - Managed WAN
- **Voice and Collaboration**
  - Hosted IP Voice
  - Unified Communications
  - Cloud Contact

## C Spire Business Background:

Originally founded as TekLinks in 2001, C Spire Business set out to be a different kind of IT provider. We wanted to create intimate relationships with our clients that gave them the same experience of, doing business with the local IT company, while bringing the depth of resources and expertise of doing business with a national IT provider. To truly be experts in the solutions our clients need, we knew we had to focus our knowledge around complex solutions from industry leading manufacturers while investing heavily in training of our team members and in local resources. We are very proud of the technology company we've been able to build here in Alabama as our state is often overlooked by technology providers who don't wish to invest in our state and, instead, call on our state businesses and entities from outside our state's borders. C Spire Business feels that such a business relationship does nothing to help drive Alabama jobs, tax revenues, economic development and community outreach within our state. We are proud to call Alabama our home. We look to grow our relevancy to our clients by investing in what they care about most. C Spire Business' core purpose is to Love Our Team, Delight Our Customers and Serve Our Community. We do this by:

- Building valuable relationships with our team members, business partners and clients
- Investing in emerging technology consumption models and the skills required to be experts in them
- Developing tight relationships and knowledge transfer with a choice few industry leading manufacturers
- Investing in robust local facilities in order to serve our clients and emerging technology consumption trends
- Investing in and helping drive Alabama economic development and community outreach
- Creating challenging information technology jobs for those who live and share our values and that will attract better I.T. talent to our state

With the recent acquisition of TekLinks by C Spire, C Spire Business has further extended our capabilities by enhancing our presence in the Data Center market, providing additional technical resources, and expanding our footprint. C Spire Business is now the first company to ever combine advanced connectivity with cloud, software, hardware, communications, and professional services to create a single, seamless, managed IT service fabric.

## Engineering Consistency & Client Relationships:

When you partner with C Spire Business, you are assigned a Corporate Account Manager (CAM) and Lead Systems Engineer to work with you. The uniqueness of our approach is that the Lead Systems Engineer is the named technical resource to consult with a client starting from presales engagements all the way through architecture designs, implementations and post implementation support. This approach streamlines project communications down to a specific engineering resource throughout the entire project life cycle.

There are clear benefits to the dedicated C Spire Business account team, which is supported by Engineering Coordinators, an escalation team and a host of engineering specialists that can be engaged for client support and problem resolution when needed. This escalation and support team is there to supplement the Lead Systems Engineer when a client needs C Spire Business and their Lead Systems Engineer is not immediately available. This unique C Spire Business approach and the specific knowledge of the client environment that our account teams maintain, allows us to facilitate effective IT planning and develop long term client relationships. C Spire Business strives for our account teams to be extensions of our client's information technology teams.

## Client Responsiveness & Resource Depth:

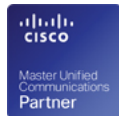
In order to deliver high levels of client satisfaction, C Spire Business maintains physical offices throughout the geographic footprint that we serve. At C Spire Business, we "grow into people not just into new geographies". C Spire Business strives to maintain relationships with the best IT personnel in our business, so when we enter a new market, we are able to hire the brightest IT minds in that area, continue to develop their skills and accordingly demonstrate a commitment to the geography by opening a physical business office in each. C Spire Business offices

are generally only a 2-3 hour drive to another office, allowing for appropriate sharing of company engineering resources to meet our client's support expectations. C Spire Business employs over 300 I.T. professionals in Alabama (3 offices), Mississippi (4 offices) and Tennessee (4 offices), with a total of 1,300 employees.

The C Spire Business business model allows our clients to experience the most robust IT engineering, product, service and support offering in our foot print.  
**C Spire Business – We Make I.T. Work For Business.**

## Industry Analysts have recognized C Spire Business for its IT Excellence:

- #1 Healthcare Vertical Managed Service Providers in North America by Channel e2e
- #3 on the Top 100 Vertical Managed Service Providers by Channel e2e 2018
- #20 Globally on the MSPmentor 501 for Top MSPs
- #189 on CRN Magazine's SP 500 (formerly VAR 500)
- #9 in The Talkin' Cloud 100 List for Top CSPs
- #164 on SP 500's Value-Added Resale
- #2403 Inc. 5000 Fastest Growing Private Companies in U.S.
- #61 on CRN Magazine's Fast Growth 150 for Service Providers
- #34 on Birmingham Business Journal's 100 Privately Held Companies
- 10 Best Microsoft Solution Providers by CIO Bulletin 2018
- #20 Top 20 Managed Service Providers in the World by MSPmentor 2017 edition
- 2018 Product of the Year award from Cloud Computing
- Member of CRN Magazine's Tech Elite 250, 2012-2017
- Cisco Customer Satisfaction Excellence Award, 2002-2018



**THE STORAGE 100**

C Spire Business is headquartered in Birmingham, AL with 2 locations in Birmingham, AL, and locations in Daphne, AL, Huntsville, AL, Gulfport, MS, Hattiesburg, MS, Jackson, MS, Starkville, MS, Chattanooga, TN, 2 locations in Nashville, TN & Knoxville, TN. C Spire Business can provide value added technical services including assessment, design, implementation, configuration, consultation and training to all Alabama Community College System locations.

C Spire Business can purchase equipment either directly from its manufacturers or through a variety of different stocking distributors to ensure products arrive to clients as quickly and dependably as possible. Such shipments are made from warehouses located throughout the United States. Delivery can be made to any Alabama Community College System location. If awarded the ACCS contract, C Spire Business agrees to set up more comprehensive Electronic Commerce capabilities to further enhance what we offer today and ease online product ordering. However, C Spire Business specializes in more complex technologies that require proper design and configuration as opposed to only commodity hardware (IE: network and unified communications solutions as opposed to spare hard drives). Therefore, the C Spire Business organization is designed to embrace a much more intimate relationship with our clients than only online transactions. The Alabama Community College System will have a central point of contact for all sales inquiries (Corporate Account Manager), the central contact will either handle the sales inquiry directly or will work in conjunction with an assigned engineering, sales support or order processing resource to help. C Spire Business can provide each Alabama Community College System member with the contact information of their dedicated C Spire Business team which will consist of:

- **Corporate Account Manager (CAM)** – Sales and account management. Main point of contact. Problem resolution.
- **Presales Engineer** – Presales system design and consultation
- **Lead Field Engineer** – Presales system design and post-sales implementation and support
- **Sales Support** – Quote creation and order ETA information
- **Ordering Specialist** – Order entry and processing

C Spire Business strongly encourages purchasing entities to invest in technical support or maintenance services that fit the category of most every product being purchased. Technical support services will provide hardware replacement and Technical Assistance Center access. It will also enable C Spire Business to open a trouble case on behalf of the purchasing entity if desired. A more complete description of Technical Support services can be found on Cisco, EMC, VMware, Veeam, Palo Alto, Pure, Syn-Aps, Imprivata, Citrix, Liebert, AWS, and Dell's websites or by C Spire Business at the request of the State of Community College System.

C Spire Business "practices what we preach". We utilize a variety of collaboration tools to ensure consistent exchange of information and productive and efficient communications. Tools utilized include WebEx and Teams which provide central repositories of data and documentation, action item tracking, and video conferencing tools. Combining these collaboration tools with our technical expertise and our close proximity to ACCS members ensures client satisfaction and thereby client success.

## Trouble Ticketing Automatic Escalation System

C Spire Business procedures for resolving customer problems and complaints are very thorough, a complete description, along with detailed flow charts is contained in this section.

The ITIL framework has been adopted by C Spire Business and helps us ensure a consistent service delivery. It has also been foundational in our ability to achieve various levels of organizational certification (<https://www.cspire.com/cms/business/assurance-certifications/>). The majority of customer Incidents, Service Requests, and Problems are addressed by the Client Support Services and Client Service Engineering teams. Both teams are composed of a tiered structure designed to facilitate a quick and consistent client support experience. The resources within these teams are aligned in the following fashion:

### *Customer Support Services, Helpdesk Specialist (HD):*

Helpdesk consists of a team of true frontline technicians that answer all incoming calls and triage/resolve tickets within a 5-15 minute time frame. Equally important, Helpdesk technicians assign out all tickets on our various ticketing boards by load balancing them to our available Tier 1 resources. The Helpdesk is designed to provide our clients a positive customer support contact that will resolve “Quick Hit” tickets (password resets, account creations, Terminal session support, etc.), collect and document pertinent information, and escalate tickets to the proper resources for fastest resolution.

### *Customer Support Services, Tier 1 System Administrator (T1):*

Tier 1 is a team of highly knowledgeable technical resources that focus on handling the bulk of incoming ticket volume. T1 resources work to respond within our contractual SLA and will resolve any issue if at all possible within one hour of dedicated effort. If a T1 resource is not able to resolve after one hour of effort, they are encouraged to engage with our Tier 2 team for guidance or escalation. T1 is designed to handle our daily ticket volume quickly and to escalate efficiently when a ticket falls outside of their scope in terms of access, complexity, or time required.

### *Customer Support Services, Tier 2 System Administrator (T2):*

Tier 2 is a team consisting of generalist resources with the highest technical ability within Customer Support Services. This group focuses on handling complex issues within our client environments and related to our various technology services. It is only when a T2 resource is unable to resolve an issue after four hours of dedicated effort, limited by access, or dictated by emergency priority, that an issue is escalated further to our engineering teams. T2 is designed to address complexity in order to protect our engineering groups from run rate support as much as possible.

### *Client Service Engineering, Tiers 1 through 3:*

Client Service Engineering is a team consisting of technology specialists more closely aligned to the products and services we provide. When a ticket is escalated from



Customer Support Services to Client Service Engineering, a Tier 1 Engineer for that technology is assigned and will engage other engineering disciplines or higher-tiered Engineering resources as necessary to reach resolution, while keeping the customer informed each step of the way.

These teams work together to maintain our Knowledge Management System in order to ensure that everyone has the information they need at their fingertips to provide a consistent service experience. While our Knowledge Management System includes Managed Documents that describe our core Processes and Procedures (Incident Management, Problem Management, Demand Management, etc.), it also securely stores information on customer environments and technology-specific KB articles.

Additionally, our Customer Support Services and Client Service Engineering teams are trained to inform their Management and the appropriate members of Account Management of any customer complaints that occur during the support process. A Complaint ticket is then created, reviewed, investigated, and addressed by members of Management and Account Management with the results being reviewed by Senior Management. This process helps us continually evaluate and improve the customer experience.

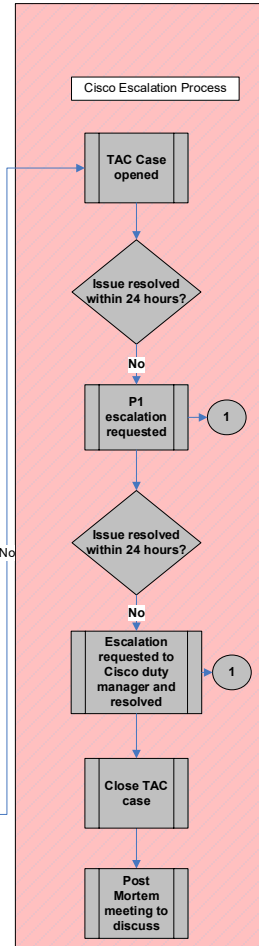
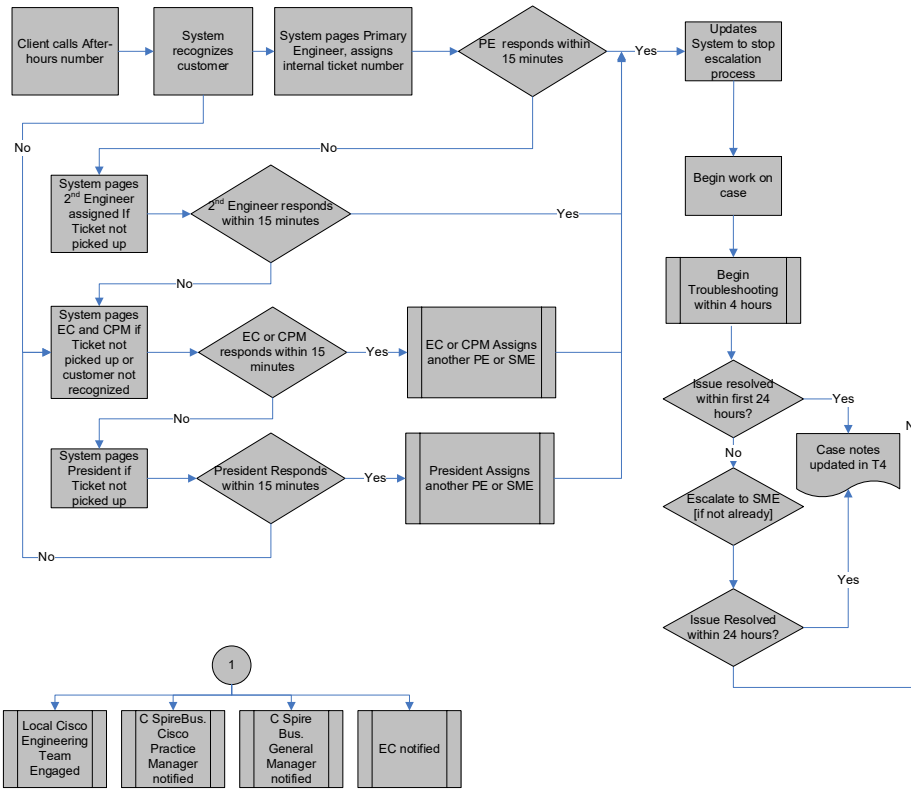
In this section is a description of the process followed to acquire after-hours support. Note that it is always an option to contact your assigned engineer directly (during normal business hours or after-hours).

C Spire Business has implemented a customized version of the Cerberus Trouble Ticketing software. This software is integrated with our Automated Attendant and Microsoft Exchange email systems. When a call comes in after-hours the caller can follow the prompts to have their call forwarded to the Trouble Ticket System (TTS). The call is converted into an email format within Exchange and sent to TTS where it pages the Primary Assigned Engineer (PAE). If the PAE does not log into TTS within 15 minutes of the page and “pick up the ticket” then TTS will page a Secondary Assigned Engineer (SAE).

The SAE then has 15 minutes to “pick up the ticket” and stop the escalation process. If the SAE does not respond then TTS will page the Engineering Coordinators (EC) and Client Care Management (CCM). If one of these people does not pick up the ticket and stop the escalation process then TTS pages the executive management team at C Spire Business. When the EC’s, CCM or executive management “pick up a ticket” it is their responsibility to call the customer, assess the situation and identify the appropriate and assigned engineer to respond and start the problem resolution process. The following examples show the escalation process of the TTS.



### C Spire Business After-Hours Escalation Process



## C Spire Corporate Certifications and Accreditations

### Cisco Certifications / Accreditations

C Spire Business is a Cisco Systems Gold Partner, with Master Unified Communications Certification, Master Managed Services Certification, Data Center Certification, VPN/Security Specialization, Advanced Indoor & Outdoor Wireless LAN Specialization, Telepresence and an SMB Select Partner. C Spire Business has 5 Cisco Certified Internetworking Experts (CCIE), 2 Double Cisco Certified Internetworking Experts, 11 Cisco Certified Associates, 20+ Cisco certified professionals, and 10 Cisco Certified Sales Experts.

Taken directly from the Cisco Website, the following Cisco certifications, accreditations, and specializations are held by C Spire Business

#### Reseller Certification

- Gold Certified Partner

#### Reseller Specializations

- Master Collaboration Specialization
- Advanced Data Center Architecture Specialization
- Advanced Security Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization

#### Authorizations

- Adoption Services Support
- Buying Models Commerce Certification
- EA Cisco DNA Switching Wireless Routing
- EA Security choice
- EA Data Center Choice-Intersight TAAS CC
- EA Collab - UC TP PC
- SaaS Simple Resale
- Meraki Confirmed Partner

#### Cloud & Managed Service Provider

- MPLS VPN
- Infrastructure as a Service
- Cloud and Managed Services Master

#### Other

- Security Enterprise Licensing Agreement
- Cisco Certified Refurbished Equipment
- Regular Try And Buy

## Cisco Certifications / Accreditations (cont'd):



### LETTER FOR CHANNEL PURCHASING

**Date:** February 4, 2019

**To:** ACCS

**Bid Number  
or Project  
Name:** \_\_\_\_\_

Cisco Systems, Inc. ("**Cisco**") hereby confirms that, as of the date of this letter, C Spire Business is a Gold certified Cisco channel partner and that Cisco and C Spire Business have entered into an agreement for the purchase and resale of Cisco Products and/or Services (the "**Agreement**").

This means that C Spire Business has complied with the Cisco certification procedure and is duly authorized to purchase and resell Cisco products in US as well as negotiate the terms and conditions of support and maintenance services on Cisco products, including warranties, in accordance with the terms and conditions of such Agreement.

Furthermore, C Spire Business is specialized in the following Cisco technologies:

- Master Collaboration Specialization;
- Advanced Data Center Architecture Specialization;
- Advanced Security Architecture Specialization;
- Advanced Collaboration Architecture Specialization; and
- Advanced Enterprise Networks Architecture Specialization

Please note that the present confirmation is not permanent, and that the status of Cisco's authorized channel is reviewed on a regular basis. [This information is accurate as of the date appearing at the top of this certificate.][This information is accurate as of the date appearing at the top of this certificate and shall be valid for six (6) weeks from such date.]

If you need any additional information, please do not hesitate to contact Idan Matos at [idmatos@cisco.com](mailto:idmatos@cisco.com).

A handwritten signature in black ink, appearing to read "Phil Lozano".

Phil Lozano, Director, Finance

**Cisco Systems, Inc.**

## Cisco Certifications / Accreditations (cont'd):

🔍 Search

☐ C Spire Business(USA)

	Program Name	Status	Next Action	Anniversary Date
<input type="checkbox"/>	Gold Certified Partner	APPROVED	<a href="#">Review Application</a>	15-Aug-2019
<input type="checkbox"/>	Master Collaboration Specialization	APPROVED	<a href="#">Review Application</a>	15-Aug-2019
<input type="checkbox"/>	Master Security Specialization	NOT-SUBMITTED	<a href="#">Review Application</a>	
<input type="checkbox"/>	Advanced Collaboration Architecture Specialization	APPROVED		04-Feb-2020
<input type="checkbox"/>	Advanced Data Center Architecture Specialization	APPROVED		11-Jan-2020
<input type="checkbox"/>	Advanced Enterprise Networks Architecture Specialization	APPROVED		25-Oct-2019
<input type="checkbox"/>	Advanced Security Architecture Specialization	APPROVED		07-Dec-2019
<input type="checkbox"/>	Cloud and Managed Services Master	APPROVED		15-Aug-2019
	Registered Partner	APPROVED		11-Jan-2020

# Microsoft:

C Spire Business is a Microsoft Gold Partner in Messaging Solutions, with 16 Microsoft Certified Systems Engineers.

**TEKLINKS**
Virtual Organization 1029298 | [MPN Org Hierarchy](#)

[Training Documents](#) | 
 [Channel Incentives](#) | 
 [Release Summary](#) | 
 [View Data Refresh Details](#)

Headline ! - EMS usage data - ETA: 02/06/2019

[Profile, Membership & Training](#)

[Cloud Product Performance](#)

[Internal Use Rights](#)

[Benefits](#)

[Learning KPI](#)

[Customer Opportunities](#)

Profile | Membership | Training
[Export to Excel](#)

**Contact**

201 SUMMIT PKWY, BIRMINGHAM, Alaba...  
Address

Blair Roper  
Primary Contact Address

+1 (205) 314-6600  
Phone

Web

**Profile**

Virtual Organization  
Organization Type

Thursday, July 12, 2018  
Invitation Date

Tuesday, July 31, 2018  
Migration Date

**Membership**

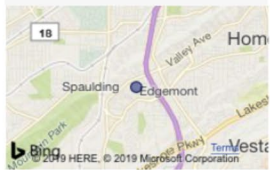
Active  
Membership Status

Gold Competency Partner  
Membership Level

Anniversary date 07/31/2019  
Anniversary Date

15 Oct 2002  
MPN Member

**Location**



Active

5

Not Compliant

(Blank)

Active Competencies

Active Competencies

Qualified

(Blank)

In Progress

28

Cloud Competency   Competency Type   Competency Status   Competency Detail ...   Option Level   At Risk   Renewal Due In

All   All   All   All   All   All   All

Profile | Membership | Training


# of individuals

93

# of MCPs

16

MCPs vs Individuals



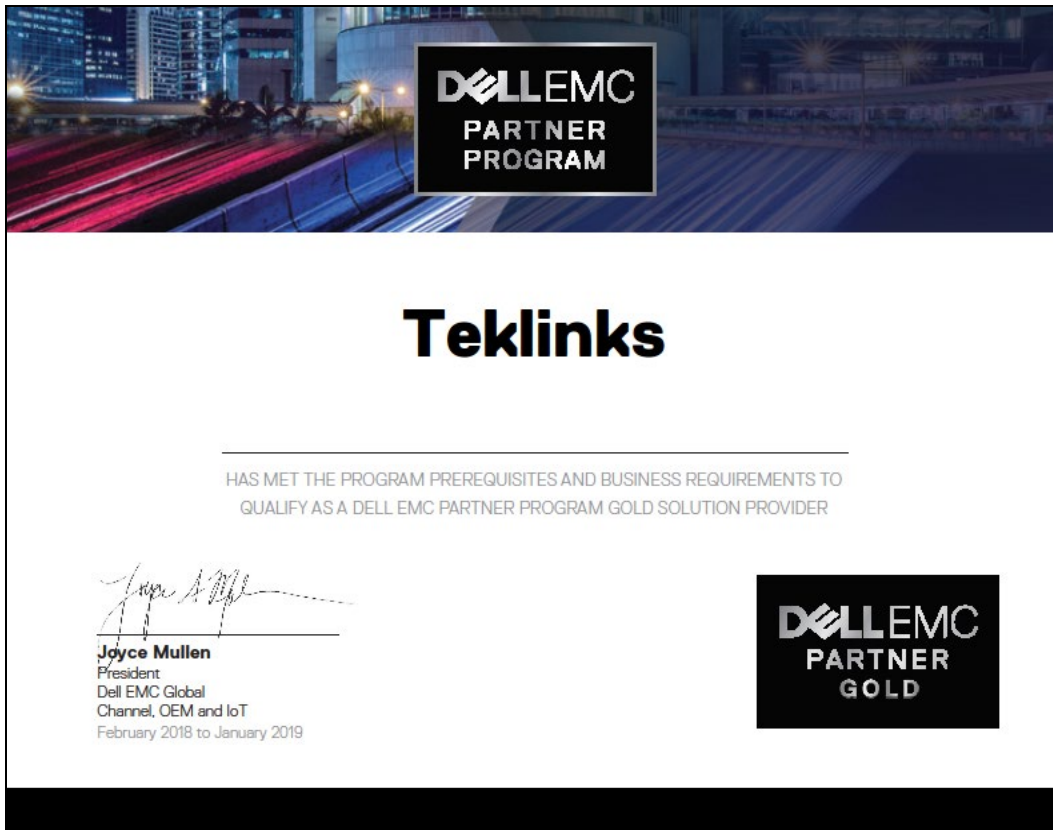
Is MCP   Is Associated MPN

All   All

## Dell/EMC:

C Spire Business is accredited to sell all dell products and has significant technical resources to install and support those products.

For 2019, C Spire Business has achieved Platinum Partner status with Dell/EMC. Dell/EMC does not release Partner Scorecards reflecting the new tier level until March 2019. At that time, C Spire Business can file an amendment to this response reflecting the higher partner status we have achieved with Dell/EMC.



## Palo Alto:

C Spire Business is accredited to sell all Palo Alto products and has significant technical resources to install and support those products.



February 5, 2019

To Whom It May Concern:

On behalf of the Global NextWave Partner Programs team at Palo Alto Networks, this is to inform you of the partnership between Palo Alto Networks, Inc. and:

**C Spire**  
201 Summit Pkwy  
Birmingham, AL 35209-4731  
USA

At the time of this communication, C Spire is classified as an Innovator level partner in the Palo Alto Networks NextWave Partner Program.

Thank you,

A handwritten signature in black ink, appearing to read "Karl Soderlund".

Karl Soderlund  
VP, America's Channels  
Palo Alto Networks

---

Palo Alto Networks, Inc.  
3300 Olcott Street  
Santa Clara, CA 95054



## Pure Storage:

C Spire Business is an authorized Pure Storage reseller in good standing.



February 5, 2019

C Spire  
201 Summit Parkway |  
Birmingham, AL 35209

Attn: Nancy Rockett Enterprise Corporate Account Manager

Ref: Letter of Authorization – Alabama Community College Bid #: ACCS-2019-01

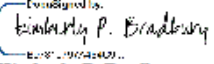
Dear Ms. Rockett,

This letter is to confirm that C Spire Business (“C Spire”) is an authorized reseller in good standing of Pure Storage, Inc. (“Pure Storage”) products and services. As such C Spire is authorized to sell all Pure Storage products and services.

Pure Storage hereby certifies that it operates a Quality Management System which complies with the requirements of ISO 9001.

Should you require any additional information, please feel free to contact Kim Bradbury at [kim.bradbury@purestorage.com](mailto:kim.bradbury@purestorage.com) or (301) 717-9968.

Sincerely,


Digitally signed by  
  
Kimberly P. Bradbury  
**Kimberly P. Bradbury**  
Director, Public Sector Contracts

650 Castro Street, Suite 400, Mountain View, CA 94041



## VMware:

C Spire Business is accredited to sell all VMware products. C Spire Business has sufficient VMware Certified Professionals on staff.

 PARTNER CENTRAL

**C Spire Business - Competency Dashboard**

The Competency Dashboard displays the required accreditations for each Solution Competency. Please visit [Partner University](#) for more detail around course level information for each accreditation.

**C Spire Business Core Accreditation and Certification Information**

# of VCP	5	# of VCP - Global	5
# of VSP	6	# of VSP - Global	6
# of VTSP	10	# of VTSP - Global	10

**C Spire Business Competency Information**

### Business Continuity

The following accreditations are required for the attainment of the Business Continuity Competency. The competency enrollment form and request for reference will be emailed to the Primary Contact upon completion of required training.

**Status: Incomplete    Completion Date: 8/11/2010**

Certification/Accreditation	Required	Completed
<a href="#">Business Continuity Sales Accreditation 4</a> -OR- <a href="#">VSP - BC (Business Continuity 5.5)</a>	2	4
<a href="#">Business Continuity Technical Post-Sales Accreditation: Managing Availability using vSphere 4</a> -OR- <a href="#">Business Continuity Technical Post-Sales Accreditation: Overview and Design 5</a>	1	0
<a href="#">Business Continuity Technical Post-Sales Accreditation: SRM 1 Implementation Fundamentals</a> -OR- <a href="#">Business Continuity Technical Post-Sales Accreditation: SRM 4 Implementation Fundamentals</a>	1	1
<a href="#">Business Continuity Technical Sales Accreditation 4</a> -OR- <a href="#">VTSP - BC (Business Continuity 5.5)</a>	2	0

### Cloud Provider

**Status: Achieved    Completion Date: 5/4/2015**

Certification/Accreditation	Required	Completed
<a href="#">VSP - CP (Cloud Provider)</a> -OR- <a href="#">VSP - CP (Cloud Provider 2017)</a>	2	3
<a href="#">VOP-CP (Cloud Provider)</a>	1	2
<a href="#">VMware Certified Professional 6.5 - Data Center Virtualization</a>	1	9

### Desktop as a Service (DaaS)

**Status: Not Achieved**

Certification/Accreditation	Required	Completed
	2	0

## Citrix:

C Spire Business is accredited to sell all Citrix products. C Spire Business has numerous Citrix engineering certifications.

**CITRIX** Partner Dashboard / C SPIRE BUSINESS

Locations:  
 C SPIRE BUSINESS - Birmingham

**Partner Profile**
Education
Demo & Use
Leads
Performance
Ultimate Rewards
Incentives
Customer Renewals

Partner Details
Partner Contacts

1 of 1
Find | Next

**The Partner Profile tab in the Partner Dashboard displays the firmographic details of this location, the Programs that the location is enrolled in, and the complete list of locations within this Partner Organization. Select the 'Partner Contacts' link in the sub menu to view the contacts associated to this location.**

**Partner Details**

Partner Name:	C SPIRE BUSINESS	Org ID:	45478012
Preferred Distributor:	a00600000QIQ8AAN	URL:	<a href="http://www.teklinks.com">http://www.teklinks.com</a>
% Citrix Business:	10%	Annual Revenue:	More than \$50 M
		Primary Organization Location:	Yes
		Primary Country Location:	No

---

Geo:	Americas
Area:	Americas SMB, Mid-Market & Renewal Sales
Country:	USA

---

No. of Employees:	>100	No. Sales Employees:	11-49
No. Marketing Employees:	2-5	No. Technical Employees:	11-49

---

Target Sectors:	Retail, Insurance, Manufacturing, Oil / Gas, Govt. Services, Local, Financial, Technology, Education, Healthcare, Pharmaceuticals, Services, Telecommunications	Inception Date:	1998-09-18
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Vendor Lines: Cisco, Microsoft, VMWARE, EMC, Dell

**Partner Locations and Memberships**

Org ID	Name	Country	City	Program ID	Type	Level	Start Date	Agreement
45478012	C SPIRE BUSINESS	USA	Birmingham	3000439	CSN	PLATINUM	2018-04-01	2019-02-28
45478012	C SPIRE BUSINESS	USA	Birmingham	3105184	CSP	AUTHORIZED	2017-09-01	2019-08-31
45478012	C SPIRE BUSINESS	USA	Birmingham	3108808	CSN	SILVER	2012-07-01	2013-06-25

[Update Partner Details](#)

**Liebert:**

C Spire Business is an authorized Liebert reseller in good standing



**Matt Fancher**  
Channel Accounts Manager

**Joe Powell & Associates**  
Vertiv – Liebert Products & Services  
221 Applegate Trace  
Pelham, AL 35124

T (205) 444-9192  
F (205) 444-9196  
mfancher@joepowell.com

February 2, 2019

To: Mike Girouard

Re: Vertiv/Liebert Authorization

Mike,

Teklinks dba CSpire Business located at 201 Summit Parkway, Birmingham, AL 35209 is an authorized reseller of Vertiv products and services. CSpire Business is a member in good standing of the Vertiv Partner Program!

Please advise if you require further information.

Regards,

A handwritten signature in black ink, appearing to read 'Matt Fancher', written over a horizontal line.

**Matt Fancher**  
Channel Accounts Manager

## Syn-Apps



February 7, 2019

To whomever this may concern,

This is a letter of authorization granting TekLinks Inc. dba C Spire Business permission to sell Syn-Apps' product line to customers. C Spire has been a long-standing reseller of Syn-Apps' notification software and hardware solutions and has extensive experience deploying Syn-Apps' solutions to a variety of verticals including K-12, Higher Education, and Government sector customers.

Should you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

A handwritten signature in blue ink that reads "M. Thiele".

Marie Thiele  
Marketing Manager  
[mthiele@syn-apps.com](mailto:mthiele@syn-apps.com)  
480-355-6822

2812 N. Norwalk Suite 112 Mesa, AZ 85215 | <http://www.Syn-Apps.com/>

## Amazon Web Services



Amazon Web Services, Inc. • 410 Terry Avenue N. • Seattle, WA 98109

Re: AWS Partner Network Membership Confirmation

To whom it may Concern:

This letter confirms that C Spire Advanced Data Solutions, LLC has been an **APN Consulting Partner** in the AWS Partner Network at the **Standard Tier** since March 2016. We look forward to continuing a successful business relationship with C Spire Advanced Data Solutions, LLC. Please do not hesitate to contact us should you have any questions.

Sincerely,  
Amazon Web Services, Inc.

A handwritten signature in blue ink, appearing to read "Fernanda Lehrbach", written over a horizontal line.

Signature By: Fernanda Lehrbach  
Its: Partner Development Representative  
Date: 02/07/2019

## Veeam

C Spire Business is a partner of Veeam and has significant experience in the product suite and is able to support ACCS members with implementations and ongoing support.



**VEEAM** | PROPARTNER  
Gold Reseller

PARTNER WITH VEEAM  
Your success is our mission

**TekLinks Inc**

Is confirmed as an official Veeam partner with the following specifications:  
Partnership type and level – Reseller , Gold

*Kevin Rooney*

KEVIN ROONEY  
Vice President North American Channel Sales

01/01/2019 - 06/30/2019



**VEEAM** | CSPARTNER  
Gold

PARTNER WITH VEEAM  
Your success is our mission

**TekLinks Inc**

Is confirmed as an official Veeam partner with the following specifications:  
Partnership type and level – Service Provider , Gold

*Kevin Rooney*

KEVIN ROONEY  
Vice President North American Channel Sales

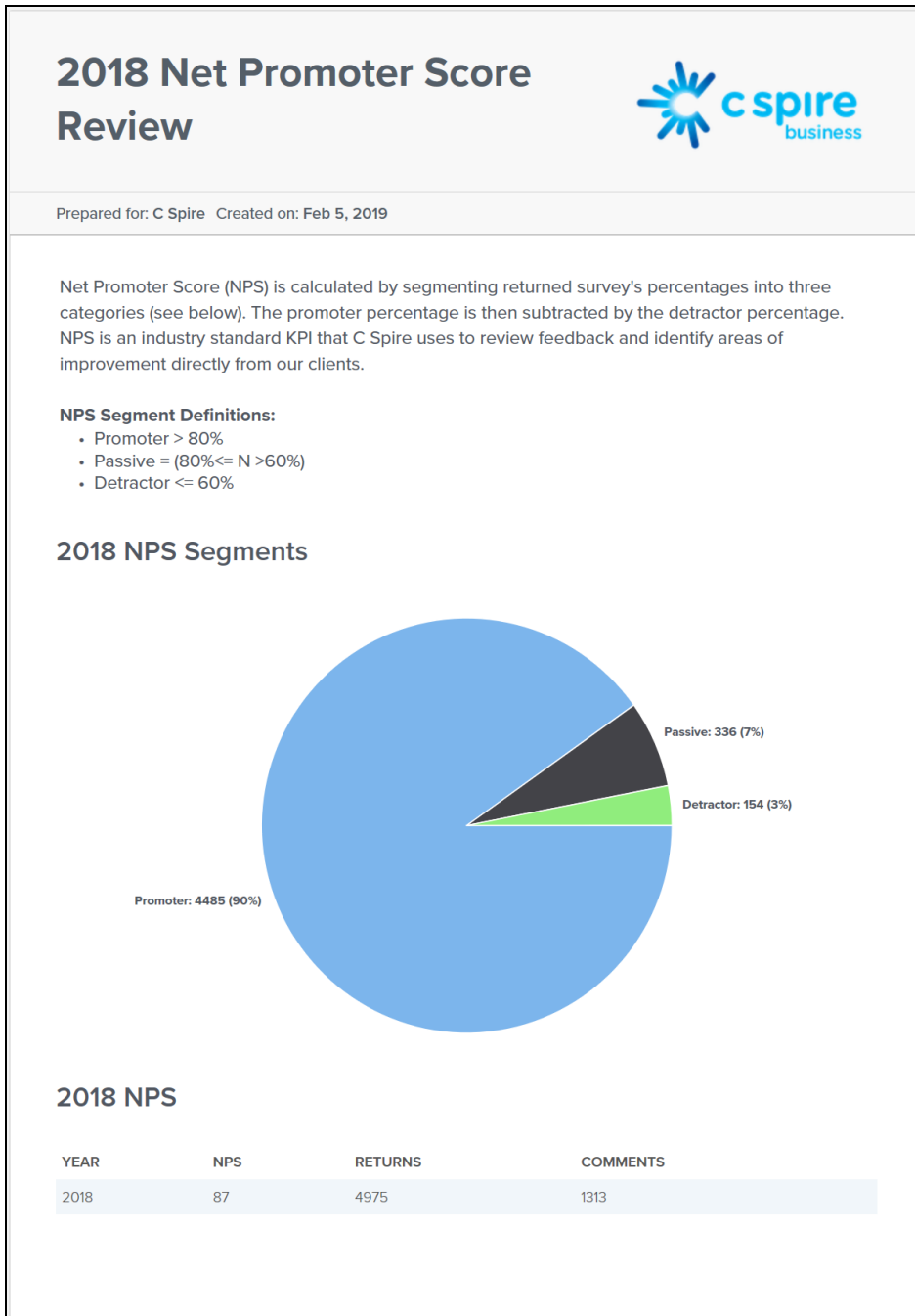
02/04/2019

## NPS - C Spire Business Customer Satisfaction Survey

For 2018, we received a Net Promoter Score of 87 (max possible score = 100, minimum possible score = -100) based on 4975 returned customer surveys.

Customers are surveyed at the resolution of any submitted support requests. C Spire Business ascribes to the Net Promoter Score methodology for gauging customer satisfaction. More information on Net Promoter Score can be found here:

<https://www.medallia.com/net-promoter-score/>. The following graphic is an illustration of the customer satisfaction results as of February 5, 2019.



## C Spire Business Local Offices

C Spire Business prides itself in being able to provide all of our services from each of the local offices across our footprint. C Spire Business can provide Cisco, EMC, Citrix, Dell, VMware, Microsoft, Veeam, Pure, AWS, Imprivata, Palo Alto, & Liebert equipment & services from all of our Alabama locations noted below. We are also able to provide assessment, remediation, design, implementation, support services & our own branded Managed & Cloud Services from each of our Alabama office geographies.





# Reporting

C Spire Business agrees to provide quarterly utilization reports to the system based upon the schedule and the content described in this request. A minimum sample report for equipment purchases would be:

Readsheet Message	Cisco Sales Order or Distinction ID	Partner PO Number (To Cisco or Distinction)	Partner PO Date (To Cisco or Distinction)	Customer Name	Partner Assigned Customer ID	Customer Type	Partner to Customer Invoice Number for Transaction	Partner to Customer Invoice Date for Transaction	Customer Bill-To Name	Customer Bill-To Address - Street	Customer Bill-To Address - City	Customer Bill-To Address - State	Customer Bill-To Address - Zip	Type of Sale	Product/Service SKU OR "Basic Install & Config"	Product/Service Description OR "Basic Install & Config"	Prod/Srv Qty OR BI&C Hours	Product/Service Unit List Price OR BI&C Hourly Rate	Product/Service Unit Net Price OR BI&C Hourly Rate	Product/Service Discount %	Product/Service Total Net Amount	Contract Admin Fee Amount	State Admin Fee Amount
0	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTS-INTP-	1	2466.52	1821.86	0.261364	1821.86	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTS-PHD-	1	533	393.69	0.26137	393.69	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTS-INTP-	1	2466.52	1821.86	0.261364	1821.86	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTS-PHD-	1	533	393.69	0.26137	393.69	0	0	
0	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTS-CTRL-	1	444	327.95	0.261374	327.95	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTI-VCS-B	1	2608.81	1926.97	0.261361	1926.97	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	LIC-VCS-1	1	1454.29	1074.19	0.261365	1074.19	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	CTI-VCS-E	1	2174.44	1606.13	0.261359	1606.13	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECD	LIC-VCSE-	1	1651.81	1220.09	0.261362	1220.09	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	LIC-VCS-1	1	1497	1105.74	0.261363	1105.74	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	LIC-VCSE-	1	1701	1256.42	0.261364	1256.42	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	R-PI21-SW	1	5	3.69	0.262	3.69	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	L-L-PI2X-5	1	39800	29397.73	0.261364	29397.73	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	L-PI2X-BA	1	19	14.03	0.261579	14.03	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	LIC-CUCM	324	37	27.33	0.261351	8854.92	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	LIC-UWL-S	624	56	41.36	0.261429	25808.64	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-ECM	LIC-UWL-S	300	56	41.36	0.261429	12408	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-SNT	C2911-CM	1	453	334.6	0.261369	334.6	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-SNT	C2911-CM	1	453	334.6	0.261369	334.6	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-SNT	WS-C4500	1	1080	797.73	0.261361	797.73	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-SNT	WS-C3750	1	865	638.92	0.261364	638.92	0	0	
	1.08E+08	aaaq11	43439	ABC Company	ABC Company	Edu-K-12	74863	43441	ABC Comp	2600-A Nc Bay Minet AL			36507	Services: :CON-SNT	C2921-CM	1	567	418.81	0.261358	418.81	0	0	

C Spire Business plans to make reports available to purchasing entities via a web based electronic commerce portal. Electronic Commerce capabilities are described in the following section. An example of web-based reports for C Spire Business Services is below.


Hal White (10/20/2018 – 10/26/2018)									
Company Name	Description	Sun 10/20	Mon 10/21	Tue 10/22	Wed 10/23	Thu 10/24	Fri 10/25	Sat 10/26	Total
	<a href="#">Click here to create new records</a>	+	+	+	+	+	+	+	
City of Tuscaloosa-	IT Infrastructure Design & Implementation / IT Infrastructure Design & Impleme		9.00	10.00	9.50				28.50
East Tennessee Children's Hospital	VNX2 Services / VNX2 Services / VNX2 Services - \$14,500 (project)				0.50				0.50
Nephin Technologies	Assesment for Erie Insurance (service)				2.00				2.00
UAB College	SIP configuration and voice training (service)					7.50	8.00		15.50
<b>Totals:</b>		<b>0.00</b>	<b>9.00</b>	<b>10.00</b>	<b>12.00</b>	<b>7.50</b>	<b>8.00</b>	<b>0.00</b>	<b>46.50</b>

### 3.23 Electronic Commerce

C Spire Business is committed to electronic commerce where it benefits our client base. C Spire Business and Cisco presently have robust electronic commerce capabilities. C Spire Business presently has a web-based system for all of our professional services clients, <http://connect.cspire.com/>. This site enables clients to place orders for C Spire Business services, and to see detailed entries related to work that C Spire Business is performing for our clients. The system sends a status report each week to inform clients of work that has been performed during the previous week.

If selected, C Spire Business will be happy to set up an electronic commerce account and access to our online client portal to support such web transactions and reporting. C Spire Business will meet and exceed the Alabama Community College Systems desire for electronic commerce. Among the capabilities to be provided are:

- C Spire Business ESS
- Web based ordering
- Purchase order tracking
- Purchase order reporting



**2/8/2019 2:38:07 PM**

**Agreement Reconciliation Report**

**Company:**

**Agreement:** General Support 06122018

**Report Period Start Date:** 8/23/2018

**Report Period End Date:** 2/8/2019

<b>Report Period Starting Balance:</b>	\$8,148.37	<b>Report Period Billable Hours:</b>	7.50
<b>Report Period Applied/Adjustments</b>	(\$202.50)	<b>Report Period NonBillable Hours:</b>	0.00
<b>Report Period Ending Balance:</b>	\$7,945.87	<b>Report Period Total Hours:</b>	7.50

Date Start/Stop	Type	Notes	Engineer Role	Hours	Rate	Billable	Applied/Adjustments	Balance
8/23/2018 12:00:00 AM 12:00:00 AM	Allocation	Notes: Opening balance for reporting period					\$8,148.37	\$8148.37
9/17/2018 12:00:00 AM 12:00:00 AM	Adjustment	crediting block due to time entry error on T239518					\$810.00	\$8958.37
9/19/2018 1:45:00 PM 2:45:00 PM	Remote Support	Ticket #3533593 / Invoice #242282 Notes: assisted Eddie with setting proper permissions for external senders to [redacted]@un.onmicrosoft.com"; allowed external senders: created transport rule to only allow sender "update [redacted]"	Kyle McCafferty SE	1.00	\$135.00	Y	(\$135.00)	\$8823.37
10/1/2018 8:00:00 AM 2:00:00 PM	On-Site	Ticket #3535668 / Invoice #242414 Notes: Met Brandon onsite, to discuss WLC, Prime Upgrade, go over Nexus core switch upgrade. Reviewed panel drawing by Chris and made some recommendations based on fiber availability. Looked at Wireless shot over to ball field, wondered if we had line of site from Gym roof, or perhaps via light pole.	Mark Fisher SE	5.00	\$135.00	Y	(\$675.00)	\$8148.37

A number of tools are presently available at our manufacturer partner's websites to also aid in ACCS members desire to learn about the products C Spire Business provides.

**Cisco:** Cisco Product information is readily available at <http://www.cisco.com/en/US/products/index.html> and product configuration tools with product selection assistance can be found at <https://apps.cisco.com/ccw/cpc/guest/home.do?flow=nextgen>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**DELL/EMC:** EMC Product information is readily available at <http://www.emc.com/products-solutions/index.htm>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Citrix:** Citrix Product information is readily available at <http://www.citrix.com/products.html>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Dell:** Dell Product information is readily available at [http://www.dell.com/us/business/p/enterprise-products?stp\\_redir=false&~ck=mn](http://www.dell.com/us/business/p/enterprise-products?stp_redir=false&~ck=mn). C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**VMware:** VMware Product information is readily available at <https://www.vmware.com/products/>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Liebert:** Liebert Product information is readily available at <http://www.emersonnetworkpower.com/en-US/Products/Pages/default.aspx>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Veeam:** Veeam Product information is readily available at <https://www.veeam.com/>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Palo Alto:** Palo Alto Product information is readily available at <https://www.paloaltonetworks.com/>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Pure:** Pure Storage Product information is readily available at <https://www.purestorage.com/products/flash-array-m.html>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Syn-Aps:** Syn-apps Product information is readily available at <https://www.syn-apps.com/products>. C Spire Business also has numerous Account Managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

**Imprivata:** Imprivata product information is readily available at <https://www.imprivata.com/products-solutions>. C Spire Business also has numerous Account managers and Engineers in every office that are highly proficient in these technologies to where they can assist any ACCS entity with selecting the best product fit and qualifying for the most aggressive pricing.

## 3.25 Breadth of Offering

C Spire Business provides a number of other Information Technology consulting services including our approach of Assess, Remediate, Design, Implement & Support.

- **Assessments** – C Spire Business uses an assortment of tools and engineering skills to do several types of assessments for clients. The goal of assessments is to capture an ‘as is’ snapshot of a specific IT workload or system and then compare the service levels to what the business requires from them; ‘the future state’. The assessment findings helps clients understand how to use technology to better serve the business. Types of assessments are: Security, Wireless, Infrastructure, Cloud readiness, Virtualization and Unified Communications.
- **Remediate** – Often assessments can expose immediate action that must be taken to ensure services levels or reduce immediate risk. Remediation services are a great way to stabilize a workload or system so we can engage with a client to design a long term solution to meet the business needs without having to be hasty.
- **Design** – C Spire Business employs some of the most highly certified field engineers to take assessment data and collaborate with clients to design a solution that is appropriately engineered to deliver the performance the business needs while keeping the expense of a solution in mind. Our engineers are skilled in leverage both on premises solutions, cloud solutions and hybrid solutions to deliver maximum value to our clients.
- **Implement** – Once an appropriate solution is designed, C Spire Business can craft a custom statement of work (SOW) to implement the solution as a complete turnkey implementation including project management and training, a collaborative implementation where the client’s staff and C Spire Business team together to implement or a consultative implementation where C Spire Business is engaged for oversight or just handling the most complex part of the implementation. All implementation services include hands on training with interested client IT staff members and documentation around each implementation once completed.
- **Support** – C Spire Business offers 3 types of post implementation support.
  - A managed service (proactive) – C Spire Business can monitor and/or manage most all network infrastructure for our clients so the clients IT staff can focus on the most strategic or user impacting initiatives.
  - Block of engineering time (reactive) – Clients can purchase prepaid blocks of engineering time for a discounted rate in order to have local field engineering services at your finger-tips. When a client encounters an issue they need assistance with, they can contact their Lead Systems Engineer directly for support and can call our Engineering Coordination desk for extended support if the Lead Systems Engineer is unavailable.
  - T&M Support (reactive) - Clients who don’t wish to purchase discounted blocks of time can feel free to contact our Engineering Coordination desk to have an available Field Engineer assist with any issue as long as the technology is a supported C Spire Business manufacturer (Cisco, Microsoft, EMC, Citrix, VMware, Palo Alto, Pure, AWS, Imprivata, Syn-Apps Dell etc)
- **Managed & Cloud Services** – C Spire Business offers a full range of Managed & Cloud Services to allow clients the flexibility to consume I.T. in a very similar fashion to the way we all consume electricity in our homes and businesses.
  - *Data Protection* – Online and Offsite Backup



- *Email Protection* – Email Filtering
- *Hosted Email* – Fully Managed Exchange
- *Office 365* – Microsoft provided software & service with local C Spire Business support
- *Monitoring and Management Toolset* – Monitored and Managed Network Devices
- *Hosted Servers* – Managed, Virtual Servers in the Cloud
- *Data Center Colocation* – Hosting, Co-location services
- *Network Connectivity* – Telecommunications & Internet Bandwidth Services
- *VoIP* – Hosted Unified Communications & Call Center
- *Disaster Recovery* – Cloud based disaster recovery assets in a hardened C Spire Business data center
- *Cloud Infrastructure* – VM's and Virtual Data Center
- **Infrastructure Cabling** – C Spire Business maintains a fulltime staff of cabling experts to assist with various cabling, testing and infrastructure needs. C Spire Business employs a full-time staff of 5 cabling technicians and carries a vast network of consulting technicians to supplement our staff as business requires.
- **Data Transport** - C Spire Business can also provide Point to Point Ethernet, Multi-Point Ethernet networks, MPLS network connectivity, and WAVE (DWDM) transport to ACCS members. It is important to qualify each location for the various transport types, but connectivity options are continuing to expand as well as the coverage area available for our transport services. C Spire Business has proven the ability to provide reliable, cost-effective transport solutions across our customer-base.

C Spire Business also provides a range of network & environment security services to ensure that our customers are on the leading edge of the cybersecurity curve.

#### *Security Assessments*

Security assessments can be performed against specific areas of the business to provide assurances that critical systems are configured to minimize exposure and risk. Available assessment types include: cybersecurity posture assessment, password cracking services, wireless security assessment, firewall configuration review, vulnerability scanning, baseline system hardening assessment, Active Directory security assessment, and external footprint analysis. Custom assessments available upon request.

#### *Penetration Testing*

Let us uncover your organization's vulnerabilities before someone else does. Penetration tests are conducted using the same advanced tactics, techniques and procedures (TTPs) employed by today's modern hackers. Our certified, ethical hackers will assume the role of a reasonably sophisticated and motivated attacker in an attempt to manually penetrate your defenses - gaining access to your company's most valuable assets. In addition to a full report with recommendations, an illustrated, step-by-step attack narrative will provide proof and allow for validation of all actions performed during the engagement.

#### *Social Engineering*

Social engineering is the most commonly used method by which malicious actors gain unauthorized access to a network. Not only has the number of social engineering attacks increased every year, but the techniques have become

increasingly more sophisticated and complex. C Spire offers a wide range of highly customizable social engineering engagements that will allow you to test your organization's susceptibility to modern tactics.

#### *Compliance and Risk Assessment*

A risk assessment is a critical component of an effective information security strategy or program. Without a clear understanding of the potential risks that certain threats pose to the organization, management is unable to make difficult decisions around prioritizing funds for protecting information systems and other critical technology assets. Our certified information security professionals can partner with your organization to perform a wide range of industry-accepted risk assessments.

#### *Security Awareness Training*

Our certified information security professionals can ensure that employees are equipped with the right knowledge about modern social engineering attacks and are properly trained to identify malicious activities. By providing regular and relevant security awareness training, employees can become an effective component of the organization's risk mitigation strategy. Training is offered in a number of convenient settings, including: classroom style, lunch & learn, and live webinars.

#### *Incident Response*

When a security incident or breach occurs, an incorrect response can have a devastating financial or reputational impact on the business. Leverage the technical expertise of C Spire's Certified Incident Response Handlers to quickly assess the situation, isolate compromised systems, and remediate the situation. After the incident has been fully addressed, our team can also provide long-term recommendations and solutions to protect against future attacks.

C Spire Business will provide services related to servers, printers & workstation management (Microsoft operating systems, directories, operations manager, security software and other Microsoft infrastructure related items.), client computers (as related to servicing of Microsoft operating systems, directories, groupware, and other Microsoft infrastructure related items.), networking equipment, video conferencing equipment, storage and back up services. C Spire Business also offers the services detailed above as a value add to each of the following manufacturers: Cisco, Microsoft, EMC, Citrix, VMware, Veeam Palo Alto, Pure, Syn-Aps, Imprivata, AWS, Liebert, and Dell.

Upon request C Spire Business can provide the complete catalog of products manufactured by Cisco, Microsoft, EMC, Citrix, VMware, Palo Alto, Pure, Syn-Aps, Imprivata, AWS, Liebert, and Dell. With over 10,000 products in the catalog and with catalogs changing frequently it is impractical to list the complete product inventory in this space. It is C Spire Business' intention to offer the complete up to date catalog of these vendors products at the discount rates listed in this response. The complete services schedule and pricing is included as a part of the ESS. Product areas that are intended to be included in this response are:

- Application Oriented Networking
- Broadband Cable
- Cisco IOS Software
- Content Networking



- Interfaces and Modules
- Interoperability System
- Long range Ethernet and xDSL
- Network Management
- Optical Networking
- Routers
- Security and VPN
- Switches
- Universal Gateways and Access Servers
- Video Conferencing
- Voice and IP Communications
- Wireless
- Server & Desktop Virtualization software
- Servers
- SAN solutions
- Backup solutions
- UPS & Rack solutions
- Interactive Whiteboards, Tables, software & peripherals
- C Spire Business Managed & Cloud Services

The majority of products provided by Cisco Systems run Cisco Internetworking Operating Systems (IOS). Products that do not run on IOS run on generally accepted operating systems such as; Microsoft Windows, Linux, Solaris, etc. A complete list of every product offered including the software & OS can be made available upon request. They are also listed on the manufacturers websites provided as part of the C Spire Business response to 3.24.

C Spire Business can provide licensed Operating Systems, where applicable, for all categories of processors listed. Operating Systems supported are all mainstream Windows workstation and server OS, Linux, and Solaris. Other equipment may use proprietary Operating Systems, such as Cisco IOS, which C Spire Business will provide as part of the equipment license itself.

C Spire business sells and supports a wide range of software for all processors listed. A non-exhaustive list of general-purpose software includes:

- Office 365 - Email, Collaboration, & Productivity
- Hosted Exchange
- Cisco Webex and Webex Teams
- Cisco Web Filtering
- UNIFI Unified Communications Platform
- Broadsoft
- Veeam Backup & Recovery Software
- Workstation backup software
- Enterprise File Sync & Share
- Cloud Contact Center

In summary, C Spire Business offers a wide variety of IT solutions including hardware, software, and a variety of professional services (described above) designed to meet our

client's needs. The Breadth of Offering contained in this section has been used across the Alabama Community College System, Alabama K-12 Schools as well as the numerous universities within Alabama for many years.

### **3.26 Primary Account Representative**

Mike Girouard will be the primary account representative for this agreement. Mike Girouard will be the marketing supervisor who will be responsible for the performance of the agreement.

Mike Girouard  
C Spire Business, Inc.  
205-314-6600  
[mjgirouard@cspire.com](mailto:mjgirouard@cspire.com)

## 3.27 References

### John C. Calhoun Community College

6250 Highway 31 North  
Tanner, AL 35671  
Nathan Tyler  
256-306-2817

- Data Center, Network infrastructure, Unified Communications/WebEx, Video Conferencing, Wireless Networking, Storage and Virtualization products, virtual desktop services, HVAC, Power, data racks, data and voice cabling/wiring installation services. Includes Cisco Systems, Dell/EMC, Citrix, SynApps, Palo Alto, VMWare, Veeam, Microsoft, Liebert Corporation a business of Vertiv, Engineering design, technical support and installation services for all noted products.

### Northwest-Shoals Community College

800 George Wallace Blvd  
Muscle Shoals, AL 35662  
Rob Freeman  
256-331-8000

- Data Center, Network infrastructure, Unified Communications/WebEx, Video Conferencing, Wireless Networking, Storage and Virtualization products, HVAC, Power, data racks, data and voice cabling/wiring installation services. Includes Cisco Systems, Dell/EMC, Citrix, SynApps, Palo Alto, VMWare, Veeam, Microsoft, Liebert Corporation a business of Vertiv, Engineering design, technical support and installation services for all noted products.

### George Corley Wallace State Community College

3000 Earl Godwin Parkway  
Selma, AL 36702  
Robby Bennett  
334-876-9228

- Data Center, Network infrastructure and Unified Communications products and services, including Cisco Systems, VMWare, Veeam, Microsoft, Redhat, Liebert Corporation a business of Vertiv, along with Engineering

## 3.28 Pricing Level and Guarantee

C Spire Business proposes all Professional Services at the rate of \$145 per hour for most engagements, \$165 per hour for the most complex engagements and \$135 per hour for Project Management. Where an hourly rate is not appropriate or a flat fee engagement is desired, each instance will have to be determined, scoped and priced based on the work needing to be done and as a not to exceed price.

Unless otherwise specified below, C Spire Business is proposing and responding with the entire enterprise/commercial product catalogs from Cisco, EMC, Citrix, Microsoft, VMware, Veeam, Palo Alto, Pure, Syn-Aps, Imprivata, AWS, Liebert, and Dell as our ESS proposal submission. While we have not included copies of each manufacturer's latest catalog because of their size and the fact that they change frequently, we have responded below with our pricing as a % off of manufacturers list price across the product segments identified in each manufacturers pricing catalog. C Spire Business is happy to provide a current and complete catalog or link for a current and complete catalog from any of the manufacturers in our response at any ACCS member's request. Also, as part of our ESS response, we have included a full, discounted C Spire Business Managed and Cloud Services price list.

Please note: All pricing is intended to be a 'not to exceed price'. This way C Spire Business is able to pass along any additional price reductions possible due to deal sizes or applicable manufacturer programs.

### Cisco:

- Cisco Hardware, software and accessories: 35% off list price
- Cisco Maintenance (Smartnet): 10% off list price
- Cisco ELA: Custom price

### Microsoft: (Open & Academic Software Pricing Only)

*The Academic Licensing from Microsoft is already discounted for schools and thus C Spire Business is only able to sell the open licensing products at the list price from Microsoft.*

- Open Licensing: 0% off list price

### DELL/EMC:

- EMC Hardware: 30% off list price
- EMC Software: 30% off list price
- EMC Professional Services: 0% off list price
- EMC Maintenance Renewal: 0% off list price
- EMC ELA: Custom price

### VMware:

- VMware Software: 5% off list price
- VMware ELA: Custom price
- VMware Maintenance: 0% off list price

## Veeam:

- Veeam Software: 10% off list price
- Veeam Maintenance (New) 5% off list price
- Veeam Maintenance (Renewal) 0% off list price

## Pure:

- Pure Hardware: 35% off list price
- Pure Professional Services: 0% off list price
- Pure Maintenance Renewal: 0% off list price
- Pure ELA: Custom price

## Syn-Apps:

- Syn-Apps Hardware 10% off list price
- Syn-Apps Software 10% off list price
- Syn-Apps Maintenance and Renewal 10% off list price
- Syn-Apps Remote Installation and Training 0% off list price

## Citrix:

- Citrix Software: 5% off list price
- Citrix Maintenance: 0% off list price
- Citrix ELA: Custom price

## Imprivata:

- Imprivata Software Licensing 0% off list price
- Imprivata Maintenance & Support 0% off list price
- Imprivata Hardware 0% off list price

## Palo Alto:

- Palo Alto Hardware: 14% off list price
- Palo Alto Subscription/Software: 14% off list price
- Palo Alto Maintenance & Support: 10% off list price
- Palo Alto Partner Enabled Support 10% off list price
- Palo Alto Professional Installation 0% off list price

## Amazon Web Services:

- Hosting Services 0% off list price

## Dell: (Storage, server, desktop and data protection solutions only)

Dell has instructed us to have AL JPA participants who wish to work with C Spire Business to contact Dell for each purchase in order to get the best price Dell can offer. Dell asked C Spire Business to include the below PDF in response to this section of the RFB. All Dell products are custom built. C Spire Business is qualified to sell and proposing Dell's storage solutions, server solutions, desktop solutions and data protection solutions.

**Dell's Official Premier Login Page - Sign In**

My Account Premier Login

**More Information**

- Customized Quotations
- Ordering Online
- B2B Integration
- Security
- Support Center

**Online Resources**

- Sign In
- Dell Premier Interactive Tour
- E-Procurement Integration
- Premier Brochure
- Premier Shopping and Ordering Guide
- Forum

**You've got business to do**  
Dell Premier makes it easy to do.

**SIGN IN TO PREMIER**

Premier.dell.com is a secure, customizable procurement and support site designed to save your organization time and money through all phases of IT product ownership.

**Sign In**

**What is Premier?** Personalized Unique Tour E-Procurement More

Premier.Dell.com is a secure, customizable procurement and support site designed to save your organization time and money through all phases of IT product ownership.

Learn more about all the benefits of Premier.Dell.com

- Take the Interactive Tour Now! (Macromedia Flash 8 or higher required)

**Easy Ordering** - A custom online store ensures access to your products at your price.  
**Easy Tracking** - View real-time order status, online invoices and purchase history details.  
**Easy Control** - Custom access groups define what users can see and do within Premier.

**Get started today!**

**Ready to try Premier?** Contact your Dell account representative to create a customized Web site for your organization. [New customers click here to contact a representative.](#)

**Premier News**

**Premier Page and Premier-Connect B2B Technical Support**  
**Toll Free Number** : 1-877-542-3355  
**Premier Helpdesk Mailbox** : premier@dell.com  
**PremierConnectB2B Mailbox** : Global\_B2B\_support@dell.com  
**Hours** : 7am - 6pm US CST, Monday - Friday

## C Spire Business Managed Services:

C Spire Business is an ISO 20000-1 audited managed services provider who delivers our services out of 5 SSAE 16 Type II data centers. We offer managed services such as Data Protection – Online and Offsite Backup, Email Protection – Email Filtering, Hosted Email – Fully Managed Exchange, Office 365 – Microsoft provided software and service with local C Spire Business support, Monitoring and Management Toolset – Monitored and Managed Network Devices, Hosted Servers – Managed, Virtual Servers in the Cloud, Data Center Colocation – Hosting, Co-location services, Network Connectivity – Telecommunications and Internet Bandwidth Services, VoIP – Hosted Unified Communications and Call Center, Disaster Recovery – Cloud based disaster recovery assets in a hardened C Spire Business Data Center, Cloud Infrastructure – VM's and Virtual Data Center. Because these services are provided by C Spire Business there is no list price for them. A fully discounted price list is included as part of the C Spire Business ESS catalog and is provided in the ESS Appendix in the last section of the proposal.

- 3.29 C Spire Business agrees and will comply with Mike Girouard presenting to the committee as desired.
- 3.30 Unless otherwise specified in Section 3.28, C Spire Business is proposing and responding with the entire enterprise/commercial product catalogs from Cisco, EMC, Citrix, Microsoft, VMware, Veeam, Pure, Syn-Aps, Imprivata, Palo Alto, Liebert, and Dell as our ESS proposal submission. While we have not included copies of each manufacturer's latest catalog because of their size and the fact that they change frequently, we have responded with our pricing as a % off of manufacturers list price across the product segments identified in each manufacturers pricing catalog. C Spire Business is happy to provide a current and complete catalog or link for a current and complete catalog from any of the manufacturers in our response at any ACCS member's request. Also as part of our ESS response, we have included a full, discounted C Spire Business Managed and Cloud Services price list. C Spire Business agrees and will comply
- 3.31 C Spire Business agrees and will comply. T&M Support (reactive) - Clients who don't wish to purchase discounted blocks of time can feel free to contact our Engineering Coordination desk to have an available Field Engineer assist with any issue as long as the technology is a supported C Spire Business manufacturer (Cisco, Microsoft, EMC, Citrix, VMware, Dell, Liebert, Veeam, Palo Alto, Pure, Syn-Aps, Imprivata, AWS, etc)
- 3.32 C Spire Business agrees and will comply
- 3.33 C Spire Business agrees and will comply
- 3.34 C Spire Business agrees and will comply
- 3.35 C Spire Business agrees and will comply
- 3.36 C Spire Business agrees and will comply
- 3.37 C Spire Business agrees and will comply
- 3.38 C Spire Business agrees and will comply
- 3.39 Here at C Spire Business our goal is to make it simple and convenient for our clients to contact our support team. We provide three different ways to reach us that are constantly monitored by our highly trained Help Desk Specialists. Clients



may reach us by: 1. Phone: (877) 800-8898 2. Email: CSB-Support@CSpire.com  
3. ConnectWise Portal: <https://connect.cspire.com/support>.

- 3.40 C Spire Business agrees and will comply
- 3.41 C Spire Business agrees and will comply
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- 4.1 C Spire Business agrees and will comply
- 4.1.1 C Spire Business agrees and will comply
- 4.1.2 C Spire Business agrees and will comply

## ESS Appendix

Contained in the table below is a full listing of C Spire Business Managed and Cloud Services, Cabling, and Professional Services pricing (MRC). Any items “priced” as “custom” simply means that C Spire Business prices those items on a case by case basis. Therefore, there is no standard pricing available for those items. Initial quoted discount levels remain firm throughout this agreement subject only to subsequent increased discount amounts as required by the RFB.

Data Center Services						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
Birmingham Rack Space						
Rackspace @ 200DC	DC-SPCE-RACK-UNIT-BHM2-1	Data center rack space 200DC, per U	C Spire Business	\$ 76.00	\$ 95.00	20%
Rackspace @ 201DC	DC-SPCE-RACK-UNIT-BHM1-1	Data center rack space 201DC, per U	C Spire Business	\$ 76.00	\$ 95.00	20%
Full Rack @ 200DC	DC-SPCE-RACK-FULL-BHM2-1	Data center rack space 200DC, full rack	C Spire Business	\$ 796.00	\$ 995.00	20%
Full Rack @ 201DC	DC-SPCE-RACK-FULL-BHM1-1	Data center rack space 201DC, full rack	C Spire Business	\$ 796.00	\$ 995.00	20%
Half Rack @ 201DC	DC-SPCE-RACK-HALF-BHM1-1	Data center rack space 201DC, half rack	C Spire Business	\$ 520.00	\$ 650.00	20%
Third Rack @ 201DC	DC-SPCE-RACK-3RD-BHM1-1	Data center rack space 201DC, third rack	C Spire Business	\$ 380.00	\$ 475.00	20%
Floor Space for 24" Rack, 200DC	DC-SPCE-FLOOR-24IN-BHM2-1	Data center floor space for 24" rack, 200DC	C Spire Business	\$ 716.00	\$ 895.00	20%
Floor Space for 24" Rack, 201DC	DC-SPCE-FLOOR-24IN-BHM1-1	Data center floor space for 24" rack, 201DC	C Spire Business	\$ 716.00	\$ 895.00	20%
Hattiesburg Rack						

Space						
Rackspace @ 4200DC	DC-SPCE-RACK-UNIT-HBG1-1	Data center rack space 4200DC, per U	C Spire Business	\$ 76.00	\$ 95.00	20%
Full Rack @ 4200DC	DC-SPCE-RACK-FULL-HBG1-1	Data center rack space 4200DC, full rack	C Spire Business	\$ 796.00	\$ 995.00	20%
Half Rack @ 4200DC	DC-SPCE-RACK-HALF-HBG1-1	Data center rack space 4200DC, half rack	C Spire Business	\$ 520.00	\$ 650.00	20%
Third Rack @ 4200DC	DC-SPCE-RACK-3RD-HBG1-1	Data center rack space 4200DC, third rack	C Spire Business	\$ 380.00	\$ 475.00	20%
Rackspace @4200DC	DC-SPCE-FLOOR-24IN-HBG1-1	Data center floor space for 24" rack, 4200DC	C Spire Business	\$ 716.00	\$ 895.00	20%
Data Center Analog Line	DC-CON-ANLG-1	Data center analog line for data center rack, per line	C Spire Business	\$ 40.00	\$ 50.00	20%
Power						
Dual Channel 20 AMP 120VAC Power	DC-PWR-DUAL-120V-20A-1LPH-1	Data center dual channel 20 AMP 120VAC power	C Spire Business	\$ 120.00	\$ 150.00	20%
Dual Channel 30 AMP 120VAC Power	DC-PWR-DUAL-120V-30A-1LPH-1	Data center dual channel 30 AMP 120VAC power	C Spire Business	\$ 160.00	\$ 200.00	20%
Dual Channel 20 AMP 240VAC Power	DC-PWR-DUAL-240V-20A-1LPH-1	Data center dual channel 20 AMP 240VAC power	C Spire Business	\$ 200.00	\$ 250.00	20%
Dual Channel 30 AMP 240VAC Power	DC-PWR-DUAL-240V-30A-1LPH-1	Data center dual channel 30 AMP 240VAC power	C Spire Business	\$ 300.00	\$ 375.00	20%

Dual Channel 60 AMP 240VAC Power	DC-PWR-DUAL-240V-60A-1LPH-1	Data center dual channel 60 AMP 240VAC power	C Spire Business	\$ 400.00	\$ 500.00	20%
Dual Channel 30 AMP 240VAC 3-Phase Power	DC-PWR-DUAL-240V-30A-3PH-1	Data center dual channel 30 AMP 240VAC 3-phase power	C Spire Business	\$ 480.00	\$ 600.00	20%
Dual Channel 50 AMP 240VAC 3-Phase Power	DC-PWR-DUAL-240V-50A-3PH-1	Data center dual channel 50 AMP 240VAC 3-phase power	C Spire Business	\$ 800.00	\$ 1,000.00	20%
Dual Channel 60 AMP 240VAC 3-Phase Power	DC-PWR-DUAL-240V-60A-3PH-1	Data center dual channel 60 AMP 240VAC 3-phase power	C Spire Business	\$ 960.00	\$ 1,200.00	20%
Automatic Transfer Switch	DC-PWR-ATS-1	Automatic Transfer Switch	C Spire Business	\$ 40.00	\$ 50.00	20%
Cross Connect						
Copper Cross Connect, per connection	DC-CROSS-PVT-ELE-1	Data center copper cross connection, per connection	C Spire Business	\$ 80.00	\$ 100.00	20%
Fiber Cross Connect, per connection	DC-CROSS-PVT-OPT-1	Data center fiber cross connection, per connection	C Spire Business	\$ 120.00	\$ 150.00	20%
Redundant Core Connection	DC-CON-RDNDT-1	Data center redundant connection to C Spire Business core infrastructure	C Spire Business	\$ 160.00	\$ 200.00	20%
Starkville Rack Space, Power, & Network						

Colocation - Caged Rack	DC-SPCE-RK-SXK-CAGE-SXK1-1	Rack housed in Caged Floor Space	C Spire Business	\$ 640.00	\$ 800.00	20%
Colocation - Cabinet, Full	DC-SPCE-RK-SXK-FULL-SXK1-1	Full Cabinet	C Spire Business	\$ 640.00	\$ 800.00	20%
Colocation - Cabinet, Half	DC-SPCE-RK-SXK-HALF-SXK1-1	Half Cabinet	C Spire Business	\$ 400.00	\$ 500.00	20%
Colocation - 2U Shared Space	DC-SPCE-RK-SXK-SHRD-2U-SXK1-1	2U in Shared Cabinet, Remote Hands Only	C Spire Business	\$ 160.00	\$ 200.00	20%
Colocation - Caged Floor Space per sq.ft.	DC-SPCE-FLOOR-SXK-CAGE-SXK1-1	Per Square Foot caged floor space	C Spire Business	\$ 16.00	\$ 20.00	20%
Colocation - Power, 3kW	DC-PWR-3KW-SXK-1	3kW AC Power	C Spire Business	\$ 549.60	\$ 687.00	20%
Colocation - Power, 5kW	DC-PWR-5KW-SXK-1	5kW AC Power	C Spire Business	\$ 880.00	\$ 1,100.00	20%
Colocation - Power, 8kW	DC-PWR-8KW-SXK-1	8kW AC Power	C Spire Business	\$ 1,560.00	\$ 1,950.00	20%
Colocation - Power, Electric Circuit	DC-PWR-EC-SXK-1	Power Whip	C Spire Business	\$ 120.00	\$ 150.00	20%
Colocation - Network, Core Uplink	DC-CROSS-PVT-SXK-CORE-1	Core cross connect	C Spire Business	\$ 120.00	\$ 150.00	20%
Colocation - Network, Telco Uplink	DC-CROSS-PVT-SXK-TELCO-1	Telco closet cross connect	C Spire Business	\$ 80.00	\$ 100.00	20%
Remote Hands	DC-REM-HANDS-SXK-1	Per Hour Remote Hands Charge	C Spire Business	\$ 120.00	\$ 150.00	20%

C Spire Cloud Infrastructure						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
Linux Server VM - Large 1	CL-CPT-VM-GLB-LNX-LG1-1	Linux server virtual machine in CSB Cloud, 4 CPU 32 GB RAM	C Spire Business	\$ 180.00	\$ 225.00	20%
Linux Server VM - Large 2	CL-CPT-VM-GLB-LNX-LG2-1	Linux server virtual machine in CSB Cloud, 12 CPU 48 GB RAM	C Spire Business	\$ 220.00	\$ 275.00	20%
Linux Server VM - Large 3	CL-CPT-VM-GLB-LNX-LG3-1	Linux server virtual machine in CSB Cloud, 16 CPU 64 GB RAM	C Spire Business	\$ 260.00	\$ 325.00	20%
Linux Server VM - Medium 1	CL-CPT-VM-GLB-LNX-MD1-1	Linux server virtual machine in CSB Cloud, 2 CPU 12 GB RAM	C Spire Business	\$ 88.00	\$ 110.00	20%
Linux Server VM - Medium 2	CL-CPT-VM-GLB-LNX-MD2-1	Linux server virtual machine in CSB Cloud, 2 CPU 16 GB RAM	C Spire Business	\$ 116.00	\$ 145.00	20%
Linux Server VM - Medium 3	CL-CPT-VM-GLB-LNX-MD3-1	Linux server virtual machine in CSB Cloud, 4 CPU 16 GB RAM	C Spire Business	\$ 140.00	\$ 175.00	20%
Linux Server VM - Small 1	CL-CPT-VM-GLB-LNX-SM1-1	Linux server virtual machine in CSB Cloud, 1 CPU 2 GB RAM	C Spire Business	\$ 40.00	\$ 50.00	20%
Linux Server VM - Small 2	CL-CPT-VM-GLB-LNX-SM2-1	Linux server virtual machine in CSB Cloud, 2 CPU 4 GB RAM	C Spire Business	\$ 48.00	\$ 60.00	20%

Linux Server VM - Small 3	CL-CPT-VM-GLB-LNX-SM3-1	Linux server virtual machine in CSB Cloud, 2 CPU 8 GB RAM	C Spire Business	\$ 68.00	\$ 85.00	20%
Windows Server VM - Large 1	CL-CPT-VM-GLB-WIN-LG1-1	Windows Server virtual machine in CSB Cloud, 4 CPU 32 GB RAM	C Spire Business	\$ 200.00	\$ 250.00	20%
Windows Server VM - Large 2	CL-CPT-VM-GLB-WIN-LG2-1	Windows Server virtual machine in CSB Cloud, 8 CPU 32 GB RAM	C Spire Business	\$ 220.00	\$ 275.00	20%
Windows Server VM - Large 3	CL-CPT-VM-GLB-WIN-LG3-1	Windows Server virtual machine in CSB Cloud, 8 CPU 64 GB RAM	C Spire Business	\$ 260.00	\$ 325.00	20%
Windows Server VM - Large 4	CL-CPT-VM-GLB-WIN-LG4-1	Windows Server virtual machine in CSB Cloud, 12 CPU 48 GB RAM	C Spire Business	\$ 240.00	\$ 300.00	20%
Windows Server VM - Medium 1	CL-CPT-VM-GLB-WIN-MD1-1	Windows Server virtual machine in CSB Cloud, 2 CPU 12 GB RAM	C Spire Business	\$ 116.00	\$ 145.00	20%
Windows Server VM - Medium 2	CL-CPT-VM-GLB-WIN-MD2-1	Windows Server virtual machine in CSB Cloud, 2 CPU 16 GB RAM	C Spire Business	\$ 148.00	\$ 185.00	20%
Windows Server VM - Medium 3	CL-CPT-VM-GLB-WIN-MD3-1	Windows Server virtual machine in CSB Cloud, 4 CPU 16 GB RAM	C Spire Business	\$ 160.00	\$ 200.00	20%
Windows Server VM - Small 1	CL-CPT-VM-GLB-WIN-SM1-1	Windows Server virtual machine in CSB Cloud, 1 CPU 2 GB RAM	C Spire Business	\$ 48.00	\$ 60.00	20%

Windows Server VM - Small 2	CL-CPT-VM-GLB-WIN-SM2-1	Windows Server virtual machine in CSB Cloud, 2 CPU 4 GB RAM	C Spire Business	\$ 64.00	\$ 80.00	20%
Windows Server VM - Small 3	CL-CPT-VM-GLB-WIN-SM3-1	Windows Server virtual machine in CSB Cloud, 2 CPU 8 GB RAM	C Spire Business	\$ 92.00	\$ 115.00	20%
Windows Server VM - Large 5	CL-CPT-VM-GLB-WIN-LG5-1	Windows Server virtual machine in CSB Cloud, 16 CPU 64 GB RAM	C Spire Business	\$ 280.00	\$ 350.00	20%
Virtual Data Center CPU	CL-CPT-CSB-SXK-SHRD-1VCPU-1	1 vCPU for Virtual Data Center	C Spire Business	\$ 5.20	\$ 6.50	20%
Virtual Data Center RAM	CL-CPT-CSB-SXK-SHRD-1VRAM-1	1 vRAM for Virtual Data Center	C Spire Business	\$ 9.00	\$ 11.25	20%
Virtual Machine Host Appliance Standard	CL-APLNC-HAS-GLB-CPU-1U-DELL-1	Managed physical 1U appliance for virtual machines, 1 processor 64 GB RAM 1.8 TB	C Spire Business	\$ 268.00	\$ 335.00	20%
Virtual Machine Host Appliance Performance	CL-APLNC-HAS-GLB-CPU-1U-DELL-2	Managed physical 1U appliance for virtual machines, 2 processor 96 GB RAM 3.8 TB	C Spire Business	\$ 428.00	\$ 535.00	20%
Citrix XenApp & XenDesktop Services	CL-LIC-CTRX-GLB-RD-1	Licensing for Citrix XenApp & XenDesktop Services including Microsoft RDS, per user	C Spire Business	\$ 24.30	\$ 27.00	10%
Windows Server Datacenter. Minimum 4 cores	CL-LIC-MS-GLB-COMP-DC-1	Licensing for Windows Server Datacenter, per 2 cores. Minimum 4 cores	C Spire Business	\$ 31.50	\$ 35.00	10%



Windows Server Standard. Minimum 4 cores	CL-LIC-MS-GLB-COMP-STD-1	Licensing for Windows Server Standard, per 2 cores. Minimum 4 cores	C Spire Business	\$ 4.50	\$ 5.00	10%
SQL Server Enterprise (minimum 4 cores)	CL-LIC-MS-GLB-DB-SQL-ENT-1	Licensing for SQL Server Enterprise, per 2 cores. Minimum 4 cores	C Spire Business	\$ 571.50	\$ 635.00	10%
SQL Server Standard (minimum 4 cores)	CL-LIC-MS-GLB-DB-SQL-STD-1	Licensing for SQL Server Standard, per 2 cores. Minimum 4 cores	C Spire Business	\$ 157.50	\$ 175.00	10%
SQL Server Web Edition (minimum 4 cores)	CL-LIC-MS-GLB-DB-SQL-WEB-1	Licensing for SQL Server Web Edition, per 2 cores. Minimum 4 cores	C Spire Business	\$ 18.00	\$ 20.00	10%
Microsoft Exchange, Outlook Web Access	CL-LIC-MS-GLB-MSG-EX-BAS-1	Licensing for Microsoft Exchange, Outlook Web Access only, per user	C Spire Business	\$ 3.60	\$ 4.00	10%
Microsoft Exchange Standard	CL-LIC-MS-GLB-MSG-EX-STD-1	Licensing for Microsoft Exchange, per user	C Spire Business	\$ 5.40	\$ 6.00	10%
Microsoft Exchange Standard Plus	CL-LIC-MS-GLB-MSG-EX-STD-PLS-1	Licensing for Microsoft Exchange, per user (with Outlook client)	C Spire Business	\$ 6.30	\$ 7.00	10%
Microsoft SharePoint Standard	CL-LIC-MS-GLB-MSG-SP-STD-1	Licensing for Microsoft SharePoint Standard, per user	C Spire Business	\$ 4.50	\$ 5.00	10%
Microsoft Office Professional	CL-LIC-MS-GLB-PD-MS-OFF-PRO-1	Licensing for Microsoft Office Professional, per user	C Spire Business	\$ 18.00	\$ 20.00	10%
Microsoft Office Standard	CL-LIC-MS-GLB-PD-MS-OFF-STD-1	Licensing for Microsoft Office Standard, per user	C Spire Business	\$ 13.50	\$ 15.00	10%

Microsoft Visio Professional	CL-LIC-MS-GLB-PD-MS-VIS-PRO-1	Licensing for Microsoft Visio Professional, per user	C Spire Business	\$ 13.50	\$ 15.00	10%
Microsoft Visio Standard	CL-LIC-MS-GLB-PD-MS-VIS-STD-1	Licensing for Microsoft Visio Standard, per user	C Spire Business	\$ 7.20	\$ 8.00	10%
Microsoft Word	CL-LIC-MS-GLB-PD-MS-WRD-1	Licensing for Microsoft Word, per user	C Spire Business	\$ 7.20	\$ 8.00	10%
Microsoft Remote Desktop Services	CL-LIC-MS-GLB-RD-1	Licensing for Microsoft Remote Desktop Services, per user	C Spire Business	\$ 7.20	\$ 8.00	10%
NetScaler VPX 10 Standard	CL-LIC-CTX-GLB-LB-10-STD-1	Licensing for NetScaler VPX 10 Standard, per instance	C Spire Business	\$ 121.50	\$ 135.00	10%
NetScaler VPX 1000 Enterprise	CL-LIC-CTX-GLB-LB-1000-ENT-1	Licensing for NetScaler VPX 1000 Enterprise, per instance	C Spire Business	\$ 1,350.00	\$ 1,500.00	10%
NetScaler VPX 1000 Standard	CL-LIC-CTX-GLB-LB-1000-STD-1	Licensing for NetScaler VPX 1000 Standard, per instance	C Spire Business	\$ 900.00	\$ 1,000.00	10%
NetScaler VPX 200 Enterprise	CL-LIC-CTX-GLB-LB-200-ENT-1	Licensing for NetScaler VPX 200 Enterprise, per instance	C Spire Business	\$ 607.50	\$ 675.00	10%
NetScaler VPX 200 Platinum	CL-LIC-CTX-GLB-LB-200-PLAT-1	Licensing for NetScaler VPX 200 Platinum, per instance	C Spire Business	\$ 900.00	\$ 1,000.00	10%
NetScaler VPX 200 Standard	CL-LIC-CTX-GLB-LB-200-STD-1	Licensing for NetScaler VPX 200 Standard, per instance	C Spire Business	\$ 301.50	\$ 335.00	10%

Linux Load Balancers	CL-LIC-LNX-GLB-LB-1	Licensing for pair of Linux load balancers	C Spire Business	\$ 360.00	\$ 400.00	10%
VMware	CL-LIC-VMW-GLB-COMP-HOST-1	Licensing for VMware, per GB of VM RAM	C Spire Business	\$ 9.00	\$ 10.00	10%
VMware	CL-LIC-VMW-GLB-COMP-HOST-RPL-1	Licensing for VMware, per replicated GB of VM RAM	C Spire Business	\$ 4.50	\$ 5.00	10%
AWS Services	CL-PUBCL-AWS-GLB-1	AWS services based on actual monthly consumption	C Spire Business	custom	\$ -	10%
Azure Services	CL-PUBCL-AZR-GLB-1	Azure services based on actual monthly consumption	C Spire Business	custom	\$ -	10%
Cloud Storage Extender Additional Storage	CL-STO-AWS-GLB-CSE-ADD1TB-1	Additional storage for Cloud Storage Extender, per terabyte	C Spire Business	\$ 45.00	\$ 50.00	10%
Cloud Storage Extender Service	CL-STO-AWS-GLB-CSE-BASE-1	Cloud Storage Extender service, includes virtual appliance and 2 TB of storage	C Spire Business	\$ 225.00	\$ 250.00	10%
Storage as a Service - Block, All Flash	CL-STO-CSB-SXK-SHRD-FL-1	All flash block storage for VMs	C Spire Business	\$ 0.12	\$ 0.15	20%
Storage as a Service - Block, All Flash IOPS	CL-STO-CSB-SXK-SHRD-FL-1IOPS-1	Increase IOPS from default per pool	C Spire Business	\$ 0.02	\$ 0.03	20%
Storage as a Service - Object Storage	CL-STO-CSB-SXK-SHRD-OBJ-1	S3 Compatible, API accessible redundant object storage	C Spire Business	\$ 0.04	\$ 0.05	20%

Firewall as a Service - Advanced	NC-MGD-FW-SXK-ADV-1	Hosted firewall instance, up to 1Gx1G Available 20Mbps shared internet connectivity and 5 SSL VPN	C Spire Business	\$ 76.00	\$ 95.00	20%
Firewall as a Service - Standard	NC-MGD-FW-SXK-STD-1	Hosted firewall instance, up to 100Gx100G Available 20Mbps shared internet connectivity and 5 SSL VPN	C Spire Business	\$ 64.00	\$ 80.00	20%
Firewall as a Service - IPSEC VPN	NC-MGD-FW-SXK-VPN-1TUN-1	IPSEC VPN	C Spire Business	\$ 8.00	\$ 10.00	20%
Firewall as a Service - SSL VPN		SSL VPN	C Spire Business	\$ 4.00	\$ 5.00	20%
Best Effort Internet (Mbps)	NC-INT-CSB-SXK-BE-1M-1	1Mbit Best Effort symmetrical internet service to VMs/VDC/Colocation	C Spire Business	\$ 2.00	\$ 2.50	20%
Dedicated Internet (Mbps)	NC-INT-CSB-SXK-DED-1M-1	1MBit Dedicated symmetrical internet service to VMs/VDC/Colocation	C Spire Business	\$ 2.40	\$ 3.00	20%
Firewall as a Service - Static IP, 1	NC-MW-IPADD-SXK-PUB-1IP-1	1 Static IP Address	C Spire Business	\$ -	\$ -	20%
Firewall as a Service - Static IP, 5	NC-MW-IPADD-SXK-PUB-5IP-1	5 Static IP Addresses	C Spire Business	\$ 23.99	\$ 29.99	20%

Firewall as a Service - Static IP, 13	NC-MW-IPADD- SXX-PUB-13IP-1	13 Static IP Addresses	C Spire Business	\$ 31.99	\$ 39.99	20%
Firewall as a Service - Static IP, 29	NC-MW-IPADD- SXX-PUB-29IP-1	29 Static IP Addresses	C Spire Business	\$ 39.99	\$ 49.99	20%
Firewall as a Service - Static IP, 61	NC-MW-IPADD- SXX-PUB-61IP-1	61 Static IP Addresses	C Spire Business	\$ 51.99	\$ 64.99	20%
HybridLink 50	NC-MW-CIR-SXX- PVT-HLINK-50M-1	50Mbit HybridLink Circuit to Hyperscale Providers	C Spire Business	\$ 240.00	\$ 300.00	20%
HybridLink 100	NC-MW-CIR-SXX- PVT-HLINK-100M- 1	100Mbit HybridLink Circuit to Hyperscale Providers	C Spire Business	\$ 400.00	\$ 500.00	20%
HybridLink 250	NC-MW-CIR-SXX- PVT-HLINK-250M- 1	250Mbit HybridLink Circuit to Hyperscale Providers	C Spire Business	\$ 900.00	\$ 1,125.00	20%
HybridLink 500	NC-MW-CIR-SXX- PVT-HLINK-500M- 1	500Mbit HybridLink Circuit to Hyperscale Providers	C Spire Business	\$ 1,600.00	\$ 2,000.00	20%
HybridLink 1G	NC-MW-CIR-SXX- PVT-HLINK-1G-1	1Gbit HybridLink Circuit to Hyperscale Providers	C Spire Business	\$ 2,800.00	\$ 3,500.00	20%
HybridLink 10G	NC-MW-CIR-SXX- PVT-HLINK-10G-1	10Gbit HybridLink Circuit to Hyperscale Providers	C Spire Business	custom	custom	
Cloud Infrastructure Fees						
Infrastructure Setup, VMs and VDC			C Spire Business	\$ 150.00	\$ 150.00	
Firewall Setup			C Spire Business	\$ 150.00	\$ 150.00	

C Spire Data Protection Services						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
Image Based Backup Agent	DP-BU-SVR-GLB-AGENT-BASE-1	Image based backup agent, per server	C Spire Business	\$ 16.00	\$ 20.00	20%
Image Based Cloud Backup Copy Service	DP-BU-SVR-CLDCPY-14DAY-1	Image based cloud backup copy 14-day retention service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Image Based Cloud Backup Copy Service	DP-BU-SVR-CLDCPY-1QTR-1	Image based cloud backup copy quarterly retention service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Image Based Cloud Backup Copy Service	DP-BU-SVR-CLDCPY-1YR-1	Image based cloud backup copy yearly retention service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Image Based Cloud Backup Copy Service	DP-BU-SVR-CLDCPY-30DAY-1	Image based cloud backup copy 30-day retention service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Image Based Cloud Backup Copy Service	DP-BU-SVR-CLDCPY-7DAY-1	Image based cloud backup copy 7-day retention service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Image Based Cloud Backup Copy Service	DP-BU-SVR-CLDCPY-7YR-1	Image based cloud backup copy 7-year retention service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%

Cloud Backup Storage	CL-STO-BKUP-GLB-100G-1	CSB Cloud backup storage, per 100 GB	C Spire Business	\$ 8.00	\$ 10.00	20%
Storage for Cloud Replication of On Premises Backup Service	CL-STO-BKUP-GLB-SHRD-VCC-1GB-1	Storage for Cloud Replication of On Premises Backup Service, per GB	C Spire Business	\$ 0.04	\$ 0.05	20%
Image Based On Premises Backup Service	DP-BU-SVR-ONPR-BASE-1	Image based on premises backup service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Cloud Replication of On Premises Backup Service	DP-BU-SVR-ONPR-RPLC-VEEAM-1	Cloud replication of On Premises Backup Service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Image Based Cloud Backup Service	DP-BU-SVR-TLCD-BASE-1	Image based cloud backup service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
Licensing for Image Based Backup Service	DP-BU-SVR-LIC-BASE-1	Licensing for image based backup service, per server	C Spire Business	\$ 12.00	\$ 15.00	20%
EndPoint Data Protection (backup for workstations/laptops)	DP-BU-WRKST-GLB-CTA-AGENT-1	File based backup service, per workstation/laptop	C Spire Business	\$ 12.00	\$ 15.00	20%
EFSS License	DP-BU-WRKST-GLB-CTA-EFSS-1	Enterprise File Sync & Share	C Spire Business	\$ 12.00	\$ 15.00	20%
2TB Backup Appliance	DP-APLNC-HAS-BU-CTA-2TB-RTD-1	2TB Tabletop Appliance	C Spire Business	\$ 92.00	\$ 115.00	20%
4 TB Backup Appliance	DP-HAS-APLNC-BU-2U-4TB-1	Backup appliance, 2U 3.5 TB usable storage	C Spire Business	\$ 160.00	\$ 200.00	20%

8 TB Backup Appliance	DP-HAS-APLNC-BU-2U-8TB-1	Backup appliance, 2U 7.5 TB usable storage	C Spire Business	\$ 180.00	\$ 225.00	20%
12 TB Backup Appliance	DP-HAS-APLNC-BU-2U-12TB-1	Backup appliance, 2U 11.5 TB usable storage	C Spire Business	\$ 196.00	\$ 245.00	20%
16 TB Backup Appliance	DP-HAS-APLNC-BU-2U-16TB-1	Backup appliance, 2U 15.5 TB usable storage	C Spire Business	\$ 212.00	\$ 265.00	20%
Custom Backup Appliance	DP-HAS-BU-APP-CUST-1	Backup appliance custom configuration	C Spire Business	custom	custom	20%
Direct Backup Access 1Gx1G	DP-BU-CROSS-SXK-PVT-1000M-1	1G cross connect to the backup environment, per day	C Spire Business	\$ 120.00	\$ 150.00	20%
Direct Backup Access 100x100	DP-BU-CROSS-SXK-PVT-100M-1	100Mbit cross connect to the backup environment, per day	C Spire Business	\$ 80.00	\$ 100.00	20%
Veeam License Resale	DP-BU-SVR-LIC-BASE-RTD-1	Veeam License Resale	Veeam	custom	custom	20%
Veeam License Maintenance	DP-BU-SVR-LIC-MAINT-RTD-1	Veeam License Maintenance	Veeam	custom	custom	20%
Disaster Recovery - Premium, Server	DP-DR-LIC-GLB-ZERTO-SVR-1	Per server replication fee	C Spire Business	\$ 38.40	\$ 48.00	20%
Disaster Recovery - Premium, Storage	DP-DR-STO-SXK-1GB-1	Storage fee for server data	C Spire Business	\$ 0.12	\$ 0.15	20%
Disaster Recovery - Premium, vCPU Active	DP-DR-CPT-SXK-1VCPU-1	per vCPU daily active fee. Only applicable on failover event	C Spire Business	\$ 0.40	\$ 0.50	20%



Disaster Recovery - Premium, vRAM Active	DP-DR-CPT-SXK-1VRAM-1	per vRAM daily active fee. Only applicable on failover event	C Spire Business	\$ 0.40	\$ 0.50	20%
Veeam Backup for 50GB O365 Mailboxes	DP-BU-O365-GLB-50GB-1	Backup for O365 mailboxes up to 50GB	C Spire Business	\$ 3.00	\$ 3.00	0%
Veeam Backup for 100GB O365 Mailboxes	DP-BU-O366-GLB-100GB-1	Backup for O365 mailboxes up to 100GB	C Spire Business	\$ 5.00	\$ 5.00	0%

C Spire Email and Productivity Services						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
Microsoft 365 Business	CM-EML-HOST-GLB-M365-BIZ-1	Microsoft 365 Business, per user	Microsoft	\$ 18.00	\$ 20.00	10%
Microsoft 365 E3	CM-EML-HOST-GLB-M365-E3-1	Microsoft 365 E3, per user	Microsoft	\$ 28.80	\$ 32.00	10%
Microsoft 365 E5	CM-EML-HOST-GLB-M365-E5-1	Microsoft 365 E5, per user	Microsoft	\$ 51.75	\$ 57.50	10%
Microsoft 365 E5	CM-EML-HOST-GLB-M365-E5-NOAU-1	Microsoft 365 E5 W/O Audio Conferencing, per user	Microsoft	\$ 51.30	\$ 57.00	10%
Microsoft Exchange Online Archiving for Exchange Online	CM-EML-HOST-GLB-O365-ARCH-EO-1	Microsoft Exchange Online Archiving for Exchange Online, per mailbox	Microsoft	\$ 2.70	\$ 3.00	10%
Azure Rights Management	CM-EML-HOST-GLB-O365-AZRE-RM-1	Microsoft Azure Rights Management, per user	Microsoft	\$ -		10%
Microsoft Office 365 Business Essentials	CM-EML-HOST-GLB-O365-BIZE-1	Microsoft Office 365 Business Essentials, per user	Microsoft	\$ 4.50	\$ 5.00	10%
Microsoft Office 365 Business Essentials	CM-EML-HOST-GLB-O365-BIZE-ST-1	Microsoft Office 365 Business Essentials, Syndication Transition, per user	Microsoft	\$ 4.50	\$ 5.00	10%

Microsoft Office 365 Business Premium	CM-EML-HOST-GLB-O365-BIZP-1	Microsoft Office 365 Business Premium, per user	Microsoft	\$ 11.25	\$ 12.50	10%
Microsoft Office 365 Business Premium	CM-EML-HOST-GLB-O365-BIZP-ST-1	Microsoft Office 365 Business Premium, Syndication Transition, per user	Microsoft	\$ 11.25	\$ 12.50	10%
Microsoft Office 365 Enterprise E1	CM-EML-HOST-GLB-O365-E1-1	Microsoft Office 365 Enterprise E1, per user	Microsoft	\$ 7.20	\$ 8.00	10%
Microsoft Office 365 Enterprise E3	CM-EML-HOST-GLB-O365-E3-1	Microsoft Office 365 Enterprise E3, per user	Microsoft	\$ 18.00	\$ 20.00	10%
Microsoft Office 365 Enterprise E3	CM-EML-HOST-GLB-O365-E3-GOV-1	Microsoft Office 365 Enterprise E3, Government Pricing, per user	Microsoft	\$ 18.00	\$ 20.00	10%
Microsoft Office 365 Enterprise E5	CM-EML-HOST-GLB-O365-E5-1	Microsoft Office 365 Enterprise E5, per user	Microsoft	\$ 31.50	\$ 35.00	10%
Microsoft Office 365 Enterprise E5	CM-EML-HOST-GLB-O365-E5-NOAU-1	Microsoft Office 365 Enterprise E5, W/O Audio Conferencing, per user	Microsoft	\$ 31.50	\$ 35.00	10%
Microsoft Enterprise Mobility + Security E3	CM-EML-HOST-GLB-O365-EMS-E3-1	Microsoft Enterprise Mobility +	Microsoft	\$ 7.92	\$ 8.80	10%

		Security E3, per user				
Microsoft Enterprise Mobility + Security E5	CM-EML-HOST-GLB-O365-EMS-E5-1	Microsoft Enterprise Mobility + Security E5, per user	Microsoft	\$ 13.32	\$ 14.80	10%
Microsoft Advanced Threat Protection	CM-EML-HOST-GLB-O365-EO-ATP-1	Microsoft Office 365 Exchange Online Advanced Threat Protection, per user	Microsoft	\$ 1.80	\$ 2.00	10%
Microsoft Advanced Threat Protection, Faculty	CM-EML-HOST-GLB-O365-EO-ATP-2	Microsoft Office 365 Exchange Online Advanced Threat Protection, Faculty	Microsoft	\$ 1.26	\$ 1.40	10%
Microsoft Advanced Threat Protection, Students	CM-EML-HOST-GLB-O365-EO-ATP-3	Microsoft Office 365 Exchange Online Advanced Threat Protection, Students	Microsoft	\$ 0.63	\$ 0.70	10%
Microsoft Exchange Online Kiosk	CM-EML-HOST-GLB-O365-EO-KSK-1	Microsoft Exchange Online Kiosk, per user	Microsoft	\$ 1.80	\$ 2.00	10%
Microsoft Exchange Online Plan 1	CM-EML-HOST-GLB-O365-EO-P1-1	Microsoft Exchange Online Plan 1, per user	Microsoft	\$ 3.60	\$ 4.00	10%
Microsoft Exchange Online Plan 2	CM-EML-HOST-GLB-O365-EO-P2-1	Microsoft Exchange Online	Microsoft	\$ 7.20	\$ 8.00	10%

		Plan 2, per user				
Microsoft Exchange Online Protection	CM-EML-HOST-GLB-O365-EO-PROT-1	Microsoft Exchange Online Protection, per user	Microsoft	\$ 0.90	\$ 1.00	10%
Microsoft Office 365 F1	CM-EML-HOST-GLB-O365-F1-1	Microsoft Office 365 F1, per user	Microsoft	\$ 3.60	\$ 4.00	10%
Microsoft Intune	CM-EML-HOST-GLB-O365-INTU-1	Microsoft Intune, per user	Microsoft	\$ 5.40	\$ 6.00	10%
Microsoft Office 365 Skype for Business Online 1	CM-EML-HOST-GLB-O365-SKP-P1-1	Microsoft Office 365 Skype for Business Online Plan 1, per user	Microsoft	\$ 1.80	\$ 2.00	10%
Microsoft Office 365 Skype for Business Online 2	CM-EML-HOST-GLB-O365-SKP-P2-1	Microsoft Office 365 Skype for Business Online Plan 2, per user	Microsoft	\$ 4.95	\$ 5.50	10%
Email Archive CSB Hosted Archive	CM-EML-HOST-GLB-PRO-ARCH-UM-1	Email archive with 5 year retention, per mailbox	C Spire Business	\$ 4.50	\$ 5.00	10%
Email Archive Veritas Hosted Archive	CM-EML-HOST-GLB-PRO-ARCH-V-1	Email archive with 5 year retention, per mailbox	Veritas	\$ 4.50	\$ 5.00	10%
Email Continuity	CM-EML-HOST-GLB-PRO-CONT-SYM-1	Email continuity, per user	C Spire Business	\$ 4.50	\$ 5.00	10%
Email Encryption Portal with Zix Corp	CM-EML-HOST-GLB-PRO-ENCR-PRT-1	Email encryption portal, per company	Zix	Custom		10%

Email Encryption Requires Symantec Filtering	CM-EML-HOST-GLB-PRO-ENCR-SYM-1	Email encryption, per mailbox	Symmantec	\$ 4.50	\$ 5.00	10%
Email Encryption with Zix Corp	CM-EML-HOST-GLB-PRO-ENCR-ZIX-1	Email encryption, per mailbox	Zix	\$ 4.50	\$ 5.00	10%
Email Filtering	CM-EML-HOST-GLB-PRO-FIL-SYM-1	Email filtering, per user	C Spire Business	\$ 4.50	\$ 5.00	10%
Hosted Exchange 2007	CM-EML-HOST-GLB-SHRD-EX-2007-1	Hosted Exchange email in CSB Cloud	C Spire Business	\$ 9.00	\$ 10.00	10%
Hosted Exchange 2013	CM-EML-HOST-GLB-SHRD-EX-2013-1	Hosted Exchange email in CSB Cloud	C Spire Business	\$ 9.00	\$ 10.00	10%
Additional 50 GB Email Storage	CM-EML-HOST-GLB-SHRD-EX-STOR-1	Additional 50 GB block of storage, per mailbox	C Spire Business	\$ 0.90	\$ 1.00	10%
Hosted Exchange Migration Utility	HS-EML-MIG-GLB-UTIL-1	Email migration utility license, per mailbox	C Spire Business	\$ 10.80	\$ 12.00	10%
Email Migration & Setup	FEE-MCS-EMAIL-GLB-MIGR-1	Office 365 Migration & Setup to or from C Spire Business	C Spire Business	custom	custom	10%
Office365 Tier 1 Support	MI-END-HD-GLB-SHRD-O365-T1-1	Office 365 Tier 1 Support	C Spire Business	\$ 3.00	\$ 3.00	0%

<b>C Spire Managed &amp; Cloud Professional Services</b>						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
10 Year Domain Name Registration	HS-DOM-NAME-GLB-REG-10YR-1	10 year domain name registration	C Spire Business	\$ 240.00	\$ 300.00	20%
1 Year Domain Name Registration	HS-DOM-NAME-GLB-REG-1YR-1	1 year domain name registration	C Spire Business	\$ 28.00	\$ 35.00	20%
2 Year Domain Name Registration	HS-DOM-NAME-GLB-REG-2YR-1	2 year domain name registration	C Spire Business	\$ 52.00	\$ 65.00	20%
3 Year Domain Name Registration	HS-DOM-NAME-GLB-REG-3YR-1	3 year domain name registration	C Spire Business	\$ 76.00	\$ 95.00	20%
5 Year Domain Name Registration	HS-DOM-NAME-GLB-REG-5YR-1	5 year domain name registration	C Spire Business	\$ 120.00	\$ 150.00	20%
1 Year SSL Extended Validation Certificate	HS-DOM-SSL-GLB-EV-1YR-1	1 year SSL Extended Validation Certificate	C Spire Business	\$ 2,400.00	\$ 3,000.00	20%
1 Year SSL Certificate	HS-DOM-SSL-GLB-STD-1YR-1	1 year SSL certificate	C Spire Business	\$ 80.00	\$ 100.00	20%
2 Year SSL Certificate	HS-DOM-SSL-GLB-STD-2YR-1	2 year SSL certificate	C Spire Business	\$ 120.00	\$ 150.00	20%
1 Year SSL UC Certificate	HS-DOM-SSL-GLB-UC-1YR-1	1 year SSL UC certificate	C Spire Business	\$ 240.00	\$ 300.00	20%
2 Year SSL UC Certificate	HS-DOM-SSL-GLB-UC-2YR-1	2 year SSL UC certificate	C Spire Business	\$ 400.00	\$ 500.00	20%
1 Year SSL UC SAN	HS-DOM-SSL-GLB-UC-SAN-1YR-1	1 year SSL UC SAN	C Spire Business	\$ 20.00	\$ 25.00	20%
2 Year SSL UC SAN	HS-DOM-SSL-GLB-UC-SAN-2YR-1	2 year SSL UC SAN	C Spire Business	\$ 35.20	\$ 44.00	20%
1 Year Wildcard Certificate	HS-DOM-SSL-GLB-WC-1YR-1	1 year Wildcard Certificate	C Spire Business	\$ 240.00	\$ 300.00	20%

2 Year Wildcard Certificate	HS-DOM-SSL-GLB-WC-2YR-1	2 year Wildcard Certificate	C Spire Business	\$ 400.00	\$ 500.00	20%
Email Migration Utility	HS-EML-MIG-GLB-UTIL-1	Email migration utility license, per mailbox	C Spire Business	\$ 9.60	\$ 12.00	20%
CAT6 Panduit	HS-HW-CABL-GLB-1	CAT6 Panduit	C Spire Business	Custom	Custom	20%
CAT6 Conduit	HS-HW-CABL-GLB-2	CAT6 Conduit	C Spire Business	Custom	Custom	20%
CAT6 Drops Single Room	HS-HW-CABL-GLB-CAT6-1	CAT6 Drops Single Room	C Spire Business	Custom	Custom	20%
Dual CAT6 Drops	HS-HW-CABL-GLB-CAT6-DUAL-1	Dual CAT6 Drops	C Spire Business	Custom	Custom	20%
CAT Demolition	HS-HW-CABL-GLB-DEM-1	CAT Demolition	C Spire Business	Custom	Custom	20%
CAT6 Cable Installation Exception	HS-HW-CABL-GLB-EXCEPTION-1	CAT6 Cable Installation Exception	C Spire Business	Custom	Custom	20%
Aerial/Internal Fiber Run	HS-HW-CABL-GLB-FIBER-1	Aerial/Internal Fiber Run	C Spire Business	Custom	Custom	20%
Network Patch Panel Cable	HS-HW-CABL-GLB-PATCH-CABLE-1	Network Patch Panel Cable	C Spire Business	Custom	Custom	20%
Networking Patch Panel	HS-HW-CABL-GLB-PATCH-PANEL-1	Networking Patch Panel	C Spire Business	Custom	Custom	20%
Equipment Rack	HS-HW-RACK-1	Equipment Rack	C Spire Business	Custom	Custom	20%



Aerohive Ceiling Mount Bracket	HS-NET-BRKT-GLB-WAP-AH-CEILM-1	AP122, AP130, AP200 series, AP500 series 9/16" ceiling mount bracket	C Spire Business	Custom	Custom	20%
Aerohive 24W Power Supply	HS-NET-PWR-GLB-WAP-AH-24W-1	24W power supply for AP121, AP141, AP230, AP330, AP350, AP370, and AP390	C Spire Business	Custom	Custom	20%
Aerohive 30W Power Supply	HS-NET-PWR-GLB-WAP-AH-30W-1	30W power supply for AP110, AP120, AP320, AP340	C Spire Business	Custom	Custom	20%
Aerohive 20W POE Power Injector	HS-NET-PWR-GLB-WAP-AH-POE-1	20W POE power injector for AP100 series	C Spire Business	Custom	Custom	20%
SFP Transceiver Module	HS-TEL-MOD-GLB-TRNSVR-SFP-1	SFP transceiver module	C Spire Business	\$ 268.00	\$ 335.00	20%
Network Assessment	MI-CPLT-BND-GLB-ASMNT-1	Network assessment	C Spire Business	Custom	Custom	20%
Equipment rental	MI-CPLT-BND-GLB-EQP-1	Equipment Rental	C Spire Business	Custom	Custom	20%
Early Termination Fee	MI-CPLT-BND-GLB-ETF-1	Early Termination Fee	C Spire Business	Custom	Custom	20%
Optional Equipment Transfer Fee	MI-CPLT-BND-GLB-OPTXFR-1	Optional Equipment transfer fee	C Spire Business	Custom	Custom	20%
Project Labor	MI-CPLT-BND-GLB-PRJ-1	Project labor	C Spire Business	Custom	Custom	20%
Prepaid Service Agreement	MI-CPLT-BND-GLB-PSA-1	Prepaid Service Agreement	C Spire Business	Custom	Custom	20%

Managed Services - Reclass	MI-CPLT-BND- GLB-RCLS-MS-1	Managed Services - Reclass	C Spire Business	Custom	Custom	20%
Service labor	MI-CPLT-BND- GLB-SVC-1	Service labor	C Spire Business	Custom	Custom	20%
Third Party Service Items	MI-CPLT-BND- GLB-TPS-1	Third Party Service Items	C Spire Business	Custom	Custom	20%
Upfront project	MI-CPLT-BND- GLB-UPFRNT-PRJ- 1	Upfront project	C Spire Business	Custom	Custom	20%
12 x 5 Dedicated Help Desk	MI-END-HD-GLB- DED-STDH-1	12 hours x 5 days dedicated help desk end user support staffed at CSB offices	C Spire Business	Custom	Custom	20%
15 x 5 Dedicated Help Desk	MI-END-HD-GLB- DED-STDH15-1	15 hours x 5 days dedicated help desk end user support staffed at CSB offices	C Spire Business	Custom	Custom	20%
24 x 7 Shared Help Desk	MI-END-HD-GLB- SHRD-EXDH-1	24 hours x 7 days shared help desk end user support staffed at CSB offices, per user	C Spire Business	Custom	Custom	20%
12 x 5 Shared Tier 2 Support	MI-END-HD-GLB- SHRD-FT-T2-1	12 hours x 5 days shared Tier 2 end user support staffed at CSB offices	C Spire Business	\$ 600.00	\$ 750.00	20%

12 x 5 Shared Help Desk	MI-END-HD-GLB-SHRD-STDH-1	12 hours x 5 days shared help desk end user support staffed at CSB offices, per user	C Spire Business	\$ 80.00	\$ 100.00	20%
8 x 5 Tier 1 On-Site Dedicated Support	MI-END-ONSTE-GLB-DED-FT-T1-1	8 hours x 5 days dedicated on site Tier 1 end user support resource to customer	C Spire Business	Custom	Custom	20%
8 x 5 Tier 2 On-Site Dedicated Support	MI-END-ONSTE-GLB-DED-FT-T2-1	8 hours x 5 days dedicated on site Tier 2 end user support resource to customer	C Spire Business	Custom	Custom	20%
Basic Maintenance Contract	MI-MAINT-CONT-1	Basic Maintenance Contract	C Spire Business	Custom	Custom	20%
Management Appliance	MI-MGT-APLNC-GLB-MGT-1	Management Appliance	C Spire Business	\$ 40.00	\$ 50.00	20%
Domain Name Management	MI-MGT-DNS-GLB-1	Domain name management, per domain	C Spire Business	\$ 4.00	\$ 5.00	20%
Firewall Management	MI-MGT-INF-GLB-FW-1	Firewall management, per device	C Spire Business	\$ 120.00	\$ 150.00	20%
Third Party VPN Management	MI-MGT-INF-GLB-FW-VPN-3RDPTY-1	Management and setup of VPN to third party (non-managed) devices, per VPN	C Spire Business	\$ 8.00	\$ 10.00	20%

SSL VPN Management	MI-MGT-INF-GLB-FW-VPN-SSL-1	SSL VPN management, 25 user pack	C Spire Business	\$ 40.00	\$ 50.00	20%
SSL VPN for SOC Firewall	MI-MGT-INF-GLB-FW-VPN-SSL-2	SSL VPN for SOC Firewall	C Spire Business	\$ 2.40	\$ 3.00	20%
VMware Hypervisor Management	MI-MGT-INF-GLB-HYP-VMW-1	VMware hypervisor management, per instance	C Spire Business	\$ 120.00	\$ 150.00	20%
Load Balancer Management	MI-MGT-INF-GLB-LB-1	Load balancer management, per device	C Spire Business	\$ 60.00	\$ 75.00	20%
AWS Management	MI-MGT-INF-GLB-PUB-CORE-AWS-1	Management for AWS services	C Spire Business	\$ 400.00	\$ 500.00	20%
Azure Management	MI-MGT-INF-GLB-PUB-CORE-AZR-1	Management for Azure services	C Spire Business	\$ 400.00	\$ 500.00	20%
SAN Management	MI-MGT-INF-GLB-SAN-1	SAN management, per device	C Spire Business	\$ 400.00	\$ 500.00	20%
Linux Server OS Management	MI-MGT-INF-GLB-SVR-LNX-1	Linux server operating system management, per instance	C Spire Business	\$ 100.00	\$ 125.00	20%
Server Management	MI-MGT-INF-GLB-SVR-PHY-1	Server hardware management, per device	C Spire Business	\$ 120.00	\$ 150.00	20%
Windows Server OS Management	MI-MGT-INF-GLB-SVR-WIN-1	Windows Server operating system management, per instance	C Spire Business	\$ 100.00	\$ 125.00	20%

Switch Management	MI-MGT-INF-GLB-SWTC-1	Switch management, per device	C Spire Business	\$ 60.00	\$ 75.00	20%
WAP Management	MI-MGT-INF-GLB-WAP-1	Wireless Access Point management, per device	C Spire Business	\$ 40.00	\$ 50.00	20%
Application Maintenance	MI-MGT-SUPT-GLB-APP-MNTC-1	Third Party Application Maintenance, per named application	C Spire Business	\$ 400.00	\$ 500.00	20%
Virtual Desktop Session Support	MI-MGT-SUPT-GLB-VDS-1	Virtual Desktop Session support for Citrix and Microsoft RDS, per session	C Spire Business	\$ 52.00	\$ 65.00	20%
Uninterruptable Power Supply	MI-PWR-SUPPLY-1	Uninterruptable Power Supply	C Spire Business	Custom	Custom	20%
Power Supply	MI-PWR-SWT-1	Power Supply	C Spire Business	Custom	Custom	20%
Monitoring Toolset	MI-TOOL-MON-GLB-1	CSB monitoring toolset, per node	C Spire Business	\$ 12.00	\$ 15.00	20%
Management Toolset	MI-TOOL-RMM-GLB-1	CSB management toolset, per node	C Spire Business	\$ 8.00	\$ 10.00	20%
Management Toolset with AV	MI-TOOL-RMM-GLB-AV-1	CSB management toolset with Antivirus, per node	C Spire Business	\$ 10.40	\$ 13.00	20%
Custom Managed firewall	NC-FW-HAS-GLB-CUST-1	Managed custom firewall	C Spire Business	custom	\$ -	20%
Large Managed Firewall	NC-FW-HAS-GLB-LG-1	Managed firewall for up to 250 users	C Spire Business	\$ 280.00	\$ 350.00	20%

Large Managed Firewall with UTM	NC-FW-HAS-GLB-LG-UTM-1	Managed firewall for up to 250 users with UTM	C Spire Business	\$ 448.00	\$ 560.00	20%
Medium Managed Firewall	NC-FW-HAS-GLB-MD-1	Managed firewall for up to 150 users	C Spire Business	\$ 196.00	\$ 245.00	20%
Medium Managed Firewall with UTM	NC-FW-HAS-GLB-MD-UTM-1	Managed firewall for up to 150 users with UTM	C Spire Business	\$ 316.00	\$ 395.00	20%
Small Managed Firewall	NC-FW-HAS-GLB-SM-1	Managed firewall for up to 50 users	C Spire Business	\$ 116.00	\$ 145.00	20%
Small Managed Firewall with UTM	NC-FW-HAS-GLB-SM-UTM-1	Managed firewall for up to 50 users with UTM	C Spire Business	\$ 260.00	\$ 325.00	20%
Custom Managed Switch	NC-SWT-HAS-GLB-CUST-1	Managed custom switch	C Spire Business	custom	\$ -	20%
Managed 24 Port Gigabit Switch	NC-SWT-HAS-GLB-L3-GIG-24-2	Managed 24 port gigabit switch, 4 × 1Gb SFP	C Spire Business	\$ 68.00	\$ 85.00	20%
Managed 24 Port Gigabit PoE Switch	NC-SWT-HAS-GLB-L3-GIG-24-POE-2	Managed 24 port gigabit PoE switch, 4 × 1Gb SFP	C Spire Business	\$ 80.00	\$ 100.00	20%
Managed 48 Port Gigabit Switch	NC-SWT-HAS-GLB-L3-GIG-48-2	Managed 48 port gigabit switch, 4 × 1Gb SFP	C Spire Business	\$ 96.00	\$ 120.00	20%
Managed 48 Port Gigabit PoE Switch	NC-SWT-HAS-GLB-L3-GIG-48-POE-2	Managed 48 port gigabit PoE switch, 4 × 1Gb SFP	C Spire Business	\$ 132.00	\$ 165.00	20%
Custom Managed WAP	NC-WAP-HAS-GLB-CUST-1	Managed custom wireless access point	C Spire Business	Custom	\$ -	20%

Managed GP WAP Large	NC-WAP-HAS-GLB-HID-ACW2-2	Managed general purpose indoor wireless access point with 4x4:4-stream MU-MIMO	C Spire Business	\$ 44.00	\$ 55.00	20%
Managed GP WAP Small	NC-WAP-HAS-GLB-LOWD-ACW2-2	Managed general purpose indoor wireless access point with 2x2:2-stream MU-MIMO	C Spire Business	\$ 28.00	\$ 35.00	20%
Managed GP WAP Medium	NC-WAP-HAS-GLB-MEDD-ACW2-2	Managed general purpose indoor wireless access point with 3x3:3-stream MU-MIMO	C Spire Business	\$ 36.00	\$ 45.00	20%
Advanced Endpoint Protection - Endpoint Discovery & Response - Server	SEC-AEP-EDR-GLB-S-1	CSB Endpoint Discovery & Response for servers. The solution is based on the latest in machine learning protection.	C Spire Business	\$ 8.00	\$ 10.00	20%
Advanced Endpoint Protection - Endpoint Discovery & Response - Workstation	SEC-AEP-EDR-GLB-W-1	CSB Endpoint Discovery & Response for workstations. The solution is based on the latest in machine learning protection.	C Spire Business	\$ 4.00	\$ 5.00	20%

Advanced Endpoint Protection - Encryption	SEC-AEP-ENC-GLB-1	CSB Full Disk Encryption	C Spire Business	\$ 4.00	\$ 5.00	20%
IPHF	SEC-FW-MGD-JAN-BASE-ST-1	Hosted firewall	C Spire Business	Custom	Custom	20%
IPHSS	SEC-FW-MGD-JAN-BUNDLE-ST-1	Hosted security services	C Spire Business	Custom	Custom	20%
Unmanaged Duo Multi-factor Authentication - Access	SEC-MFA-LIC-GLB-DUO-A-1	Customer Managed Duo Multi-factor Authentication - Access, per user	C Spire Business	\$ 6.40	\$ 8.00	20%
Unmanaged Duo Multi-factor Authentication - Beyond	SEC-MFA-LIC-GLB-DUO-B-1	Customer Managed Duo Multi-factor Authentication - Beyond, per user	C Spire Business	\$ 9.60	\$ 12.00	20%
Managed Duo Multi-factor Authentication - Access	SEC-MFA-MGD-GLB-DUO-A-1	Managed Duo Multi-factor Authentication - Access, per user	C Spire Business	\$ 6.40	\$ 8.00	20%
Managed Duo Multi-factor Authentication - Beyond	SEC-MFA-MGD-GLB-DUO-B-1	Managed Duo Multi-factor Authentication - Beyond, per user	C Spire Business	\$ 9.60	\$ 12.00	20%
Managed Security Awareness - One-time	SEC-MSA-ONCE-GLB-1	Managed Security Awareness Training and Phishing campaign delivered one time, per user	C Spire Business	\$ 6.40	\$ 8.00	20%



Managed Security Awareness - Quarterly	SEC-MSA-QTLY-GLB-1	Managed Security Awareness Training and Phishing campaigns delivered quarterly, per user	C Spire Business	\$ 9.60	\$ 12.00	20%
Threat Management Advanced - Category A	SEC-TM-ADV-GLB-A-1	CSB Threat Management Advanced A, per device	C Spire Business	\$ 64.00	\$ 80.00	20%
Threat Management Advanced - Category B	SEC-TM-ADV-GLB-B-1	CSB Threat Management Advanced B, per device	C Spire Business	\$ 100.00	\$ 125.00	20%
Threat Management Advanced - Category C	SEC-TM-ADV-GLB-C-1	CSB Threat Management Advanced C, per device	C Spire Business	\$ 184.00	\$ 230.00	20%
Threat Management Anywhere Base Service	SEC-TM-1TB-GLB-1	CSB Threat Management Anywhere base service 1 TB	C Spire Business	\$ 2,352.00	\$ 2,940.00	20%
Threat Management Anywhere Base Service	SEC-TM-250GB-GLB-1	CSB Threat Management Anywhere base service 250 GB	C Spire Business	\$ 1,016.00	\$ 1,270.00	20%
Threat Management Anywhere Base Service	SEC-TM-500GB-GLB-1	CSB Threat Management Anywhere base service 500 GB	C Spire Business	\$ 1,416.00	\$ 1,770.00	20%

Threat Management Custom Appliance	SEC-TM-APP-GLB-CUST-1	CSB Threat Management custom appliance	C Spire Business	\$ -	\$ -	20%
Threat Management Basic - Category A	SEC-TM-BAS-GLB-A-1	CSB Threat Management Basic A, per device	C Spire Business	\$ 40.00	\$ 50.00	20%
Threat Management Basic - Category B	SEC-TM-BAS-GLB-B-1	CSB Threat Management Basic B, per device	C Spire Business	\$ 68.00	\$ 85.00	20%
Threat Management Basic - Category C	SEC-TM-BAS-GLB-C-1	CSB Threat Management Basic C, per device	C Spire Business	\$ 132.00	\$ 165.00	20%
Threat Management Base Service	SEC-TM-BASE-GLB-1	CSB Threat Management base service - unlimited nodes	C Spire Business	\$ 1,360.00	\$ 1,700.00	20%
Threat Management Base Service	SEC-TM-BASE150-GLB-1	CSB Threat Management base service - up to 150 nodes	C Spire Business	\$ 960.00	\$ 1,200.00	20%
Threat Management Base Service and Appliance	SEC-TM-BUN-GLB-1	CSB Threat Management base service and appliance - unlimited nodes	C Spire Business	\$ 1,536.00	\$ 1,920.00	20%
Threat Management Base Service and Appliance	SEC-TM-BUN150-GLB-1	CSB Threat Management base service and appliance - up to 150 nodes	C Spire Business	\$ 1,136.00	\$ 1,420.00	20%

Firewall	SEC-TM-FW-1	Firewall	C Spire Business	Custom	Custom	20%
Logging and Alerting Nodes	SEC-TM-NODE-GLB-1	CSB Logging and Alerting, per device	C Spire Business	\$ 40.00	\$ 50.00	20%
Firewall License/Support	SEC-TM-LIC-GLB-SUPPORT-1	Firewall License/Support	C Spire Business	Custom	Custom	20%
Threat Management Lite - Category A	SEC-TM-LT-GLB-A-1	CSB Threat Management Lite A, per device	C Spire Business	\$ 28.00	\$ 35.00	20%
Threat Management Lite - Category B	SEC-TM-LT-GLB-B-1	CSB Threat Management Lite B, per device	C Spire Business	\$ 44.00	\$ 55.00	20%
Threat Management Lite - Category C	SEC-TM-LT-GLB-C-1	CSB Threat Management Lite C, per device	C Spire Business	\$ 92.00	\$ 115.00	20%
Threat Management Scan	SEC-TM-LT-GLB-SCAN-1	CSB Threat Management Scan, per device	C Spire Business	\$ 7.20	\$ 9.00	20%
IP	SEC-TM-MGD-GLB-10K-ST-1	Email management	C Spire Business	Custom	Custom	20%
IP	SEC-TM-MGD-GLB-15K-ST-1	Email management	C Spire Business	Custom	Custom	20%
IP	SEC-TM-MGD-GLB-20K-ST-1	Email management	C Spire Business	Custom	Custom	20%
IP	SEC-TM-MGD-GLB-5K-ST-1	Email management	C Spire Business	Custom	Custom	20%
	SEC-TM-MGD-IDSIPS-ST-1	Intrusion detection and prevention	C Spire Business	Custom	Custom	20%
IP	SEC-TM-MGD-JAN-ST-1	Hosted security services	C Spire Business	Custom	Custom	20%

Network Transport	SEC-TM-MGD-JAN-ST-2	Denial of service protection	C Spire Business	Custom	Custom	20%
Threat Management Remote Sensor	SEC-TM-SENS-GLB-PUB-1	CSB Threat Management Remote sensor public cloud appliance, per sensor	C Spire Business	\$ 292.00	\$ 365.00	20%
Threat Management Remote Sensor	SEC-TM-SENS-GLB-REM-1	CSB Threat Management Remote sensor on-premises appliance, per sensor	C Spire Business	\$ 200.00	\$ 250.00	20%

C Spire Voice & Collaboration Services						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
Polycom desktop phone VVX 201	CM-VOC-HAS-GLB-DSK-PC201-1	Entry Level two-line Phone with 2x10/100 Ethernet	C Spire Business	\$ 4.00	\$ 5.00	20%
Polycom executive desktop phone VVX 411	CM-VOC-HW-GLB-DSK-PC410-1	Color mid-range media phone w/ 2x10/100/1000 Ethernet	C Spire Business	\$ 8.00	\$ 10.00	20%
Polycom premium touch display media phone VVX 601	CM-VOC-HW-GLB-DSK-PC600-1	Premium touch display media phone	C Spire Business	\$ 12.00	\$ 15.00	20%
Polycom SoundStation 6000	CM-VOC-HAS-GLB-CONF-PC6000-1	Medium room conference phone	C Spire Business	\$ 20.00	\$ 25.00	20%
Polycom SoundStation 7000	CM-VOC-HAS-GLB-CONF-PC7000-1	Large room conference phone	C Spire Business	\$ 24.00	\$ 30.00	20%
Polycom Trio 8500	CM-VOC-HAS-GLB-CONF-PC8500-1	Medium room conference phone	C Spire Business	\$ 22.40	\$ 28.00	20%
Polycom Trio 8800	CM-VOC-HAS-GLB-CONF-PC8800-1	Large room conference phone	C Spire Business	\$ 28.80	\$ 36.00	20%
Panasonic Cordless Phone KX-TPA60	CM-VOC-HW-GLB-DSK-PCD60-1	Cordless phone – handset w/base station	C Spire Business	\$ 8.00	\$ 10.00	20%

Polycom Expansion Module	CM-VOC-HAS-GLB-DSK-PCEM-1	Sidecar high-performance expansion to a VVX business media phone	C Spire Business	\$ 8.00	\$ 10.00	20%
Extension Microphones	CM-VOC-HAS-GLB-CONF-PCME-1	Optional microphones that extend the voice pickup* *set of two per order	C Spire Business	\$ 12.00	\$ 15.00	20%
VVX Expansion Module	CM-VOC-HAS-GLB-DSK-PCEM-1	Sidecar high-performance expansion to a VVX business media phone	C Spire Business	\$ 8.00	\$ 10.00	20%
VVX Camera	CM-VOC-HAS-GLB-PCCAM-1	High quality USB video camera	C Spire Business	\$ 12.00	\$ 15.00	20%
Polycom Power Supply	CM-VOC-HW-GLB-DSK-PS-ST-1	Handset Power supply for Polycom Phones	Polycom	\$ 16.00	\$ 20.00	20%
IP Voice Utility	CM-VOC-HOST-GLB-SEAT-BASIC-1	Public use line. This is available only for hospitals, schools, or nursing homes and requires Director/GM/VP pre-approval to quote.	C Spire Business	\$ 7.99	\$ 9.99	20%

IP Voice Complete	CM-VOC-HOST-GLB-SEAT-PRE-1	Complete package with a more comprehensive feature set –see chart below. If 36 months or more term, activation fee is not applicable. The customer should allot 100Kb of data bandwidth for an IP Voice user. UNIFI has separate bandwidth requirements (see UNIFI section).	C Spire Business	\$ 23.99	\$ 29.99	20%
IP Voice Conference	CM-VOC-HOST-GLB-SEAT-CONF-1	Line to be utilized for conference room phone models only (SoundStation 6000, and 7000 only). If 36 months or more term, activation fee is not applicable.	C Spire Business	\$ 7.99	\$ 9.99	20%
SIP Trunk	CM-VOC-HOST-GLB-SIP-ANA-1	Unlimited long distance calling that is IP from end to end. There is no conversion. SIP compatible PBX.	C Spire Business	\$ 24.00	\$ 30.00	20%

Analog Line - Voice Only	CM-VOC-HOST-GLB-ANA-VO-1	Can only be used for voice products ( e.g. cordless phone, analog PBX, etc.) and has to be over C Spire Internet or dedicated Internet from other providers. This cannot be used with DSL, Comcast, or any other 3rd party ( non-C Spire) wireless connection. Manager approval is required for more than 8 lines.	C Spire Business	\$ 24.00	\$ 30.00	20%
PRI	CM-VOC-HOST-GLB-PRI-1	Primary Rate Interface. Be sure to ask if their PBX is "PRI-enabled." If not, do not sell.	C Spire Business	custom	custom	20%



PBX Replacement	CM-VOC-HOST-GLB-PBX-REPL-1	This is an office phone setup that allows a business to have a single line shared by multiple phones, essentially mirroring a traditional PBX. A user would be able to answer a call on Line 1, place it on hold, and pick up on another phone by pressing Line 1 again. Using this service may not be compatible with other IP Voice services.	C Spire Business	\$ 7.99	\$ 9.99	20%
Virtual Extension	CM-VOC-HOST-GLB-VIRT-EXT-1	A voice-only number with no device connection. This is most often used as a voicemail only line.	C Spire Business	\$ 7.99	\$ 9.99	20%

UNIFI	CM-VOC-HOST-GLB-SEAT-PRE-UNI-1	This feature should be added only to an IP Voice Complete package assigned to the desk number used by UNIFI (not on virtual extensions or any other package).	C Spire Business	\$ 8.00	\$ 10.00	20%
Remote Call Forward	CM-VOC-HOST-GLB-DID-RMCF-1	Establishment of an IP Voice phone number in one area that automatically forwards all calls to another IP voice phone number. This is used most often to allow the customer to have a local number for their customers to call. Includes unlimited long distance in the continental U.S. Note: C Spire must own (or port in) both the forwarding and the receiving number. This service is not for toll free numbers.	C Spire Business	\$ 16.00	\$ 20.00	20%

Toll-Free Number	CM-VOC-HOST-GLB-TF-1	800#s	C Spire Business	\$ 1.60	\$ 2.00	20%
DID Number	CM-VOC-HOST-GLB-DID-1	Direct inward dial	C Spire Business	\$ 0.19	\$ 0.24	20%
SIP Trunk Premise Solution	CM-VOC-HOST-GLB-ADPT-PAGE-1	SIP Trunk that supplies service to unique customer needs that does not have outbound calling needs (e.g. overhead paging systems, or on-hold music systems using customer music service). Please note, this service is not for cordless phones.	C Spire Business	\$ 15.99	\$ 19.99	20%
Call Queue	CM-VOC-HOST-GLB-QUE-1	Simple queueing of inbound calls. A supervisor who will also answer calls, will need an agent license plus a supervisor license	C Spire Business	\$ 40.00	\$ 50.00	20%
Call Queue Agent	CM-VOC-HOST-GLB-QUE-AGNT-1		C Spire Business	\$ 8.00	\$ 10.00	20%
Call Queue Supervisor	CM-VOC-HOST-GLB-QUE-SUP-1		C Spire Business	\$ 8.00	\$ 10.00	20%

Call Recording - 30-day	CM-VOC-HOST-GLB-REC-30D-1	Call recording solution that includes a 30-day storage policy. Must be an IPV Customer	C Spire Business	\$ 7.19	\$ 8.99	20%
Call Recording - 90-day	CM-VOC-HOST-GLB-REC-90D-1	Call recording solution that includes a 90-day storage policy. Must be an IPV customer.	C Spire Business	\$ 10.39	\$ 12.99	20%
Call Recording - 1-Year	CM-VOC-HOST-GLB-REC-1YR-1	Call recording solution that includes a 1-Year storage policy. Must be an IPV customer.	C Spire Business	\$ 20.79	\$ 25.99	20%
Call Recording - Agent Evaluation	CM-VOC-HOST-GLB-REC-AGNT-EVL-1	Agent Evaluation module provides contact center managers a tool to evaluate and monitor agent performance	C Spire Business	\$ 11.19	\$ 13.99	20%

Call Recording - Live Monitoring	CM-VOC-HOST-GLB-REC-LIVE-1	The live monitoring feature allows authorized users (supervisors) to listen to the active calls in real-time. This feature helps monitor customer service in real-time, train new employees, and alleviate problems as soon as possible.	C Spire Business	\$ 7.99	\$ 9.99	20%
Auto Attendant	CM-VOC-HOST-GLB-AUTO-PRE-2	Tree for inbound calls. The fee applies for each level of the phone tree. For example, if the IVR requests the customer to enter 1, 2, or 3, and then queries the customer again, that is two tree levels.	C Spire Business	\$ 31.20	\$ 39.00	20%
Receptionist Attendant Console	CM-VOC-HOST-GLB-CNSL-RECPT-1	Desktop client to manage a high volume of calls	C Spire Business	\$ 60.00	\$ 75.00	20%

<p>Call Detail Reporting (31 + Lines)</p>	<p>CM-VOC-HOST- GLB-RPT-CD- GRT30-1</p>	<p>Reports are accessible via a web portal and can be exported in Excel, PDF, or Word. A user can see data back 18 months. In/Out Report Timestamped list of calls (in and out), their duration, the dialed number or the receiving number. Calls by Hour Report Call counts by hour of day including a graph. Note: The only reportable phone numbers are IP Voice package extensions. Virtual extensions, DIDs, toll free and other non-IP Voice package numbers are not eligible and cannot be submitted.</p>	<p>C Spire Business</p>	<p>\$ 60.00</p>	<p>\$ 75.00</p>	<p>20%</p>
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<p>Call Detail Reporting (30 Lines or less)</p>	<p>CM-VOC-HOST- GLB-RPT-CD- SUB31-1</p>	<p>Reports are accessible via a web portal and can be exported in Excel, PDF, or Word. A user can see data back 18 months. In/Out Report Timestamped list of calls (in and out), their duration, the dialed number or the receiving number. Calls by Hour Report Call counts by hour of day including a graph. Note: The only reportable phone numbers are IP Voice package extensions. Virtual extensions, DIDs, toll free and other non-IP Voice package numbers are not eligible and cannot be submitted.</p>	<p>C Spire Business</p>	<p>\$ 32.00</p>	<p>\$ 40.00</p>	<p>20%</p>
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Analog Line	CM-VOC-HOST-MS-ANA-ST-1	POTS line to be used for all non-voice devices (e.g., for fax machines, credit card machines, elevator phones, dial-up modems, and alarm systems).	C Spire Business	\$ 39.99	\$ 49.99	20%
Analog Line - Out of Region	CM-VOC-HOST-GLB-ANA-OOR-1	POTS line (e.g., for fax machines, credit card machines, elevator phones, dial-up modems, and alarm systems). This should be sold reactively and rarely – this is to support a customer that wants a billing convenience with a single provider. The “Analog Notice” form MUST accompany account paperwork. *Available in U.S. states outside of MS, AL, TN, FL, and LA.	C Spire Business	\$ 88.00	\$ 110.00	20%



Fax Messaging	CM-VOC-HOST-GLB-EML-FAX-IO-1	Inbound and outbound delivery of faxes via email. Customer must be an IP Voice customer. Up to 5 email addresses can be associated with a number. This service includes a DID in the price – that DID can be a local or non-local number.	C Spire Business	\$ 11.99	\$ 14.99	20%
Fax to Email	CM-VOC-HOST-GLB-EML-FAX-IN-1	Inbound email delivery of faxes.	C Spire Business	\$ 3.99	\$ 4.99	20%
Instant Conferencing	CM-VOC-HOST-GLB-CONF-BRDG-1	Bridge number, unlimited ports. The bridge number allows unlimited numbers of conference ID numbers which is the access code to the conference bridge. Per min per caller	C Spire Business	\$ 0.04	\$ 0.05	20%

Conference Manager	CM-VOC-HOST-GLB-CONF-MGR-1	Bridge number, 20 ports, moderator client, scheduled or unscheduled calls. The bridge number allows unlimited numbers of conference IDs, to allow for multiple live calls. However, the 20-port attendee allotment is spread across all live calls. Should a company need more ports, they should purchase one or more additional conference manager subscription(s) that add allotments of 20 ports each on top of the original bridge number.	C Spire Business	\$ 20.00	\$ 25.00	20%
Business WiFi - Basic	NC-WAP-HAS-GLB-BW-1	Two SSIDs with Self-Managed Portal, Basic Content Management and URL Filtering, Technical Support	C Spire Business	\$ 24.00	\$ 30.00	20%

Business WiFi - Standard	NC-WAP-HAS-GLB-BWPLUS-1	Basic Features plus: Up to Fifteen SSIDs, Firewall, Advanced Content Management, & URL Filtering, Expanded Technical Support, Analytics	C Spire Business	\$ 36.00	\$ 45.00	20%

C Spire Cabling Services						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
PS Cabling Single Cat5E Cable Run - 1 Run	PS-CBLG-CAT5E-GLB-SINGL -1-1	Labor & Materials to Install, Terminate, Test and Label Single Cat5E Cable Run	C Spire Business	\$ 245.00	\$ 245.00	0%
PS Cabling Single Cat5E Cable Run - 2 to 3 Runs	PS-CBLG-CAT5E-GLB-SINGL -2_3-1	Labor & Materials to Install, Terminate, Test and Label Single Cat5E Cable Run	C Spire Business	\$ 195.00	\$ 195.00	0%
PS Cabling Single Cat5E Cable Run - 4 to 5 Runs	PS-CBLG-CAT5E-GLB-SINGL -4_5-1	Labor & Materials to Install, Terminate, Test and Label Single Cat5E Cable Run	C Spire Business	\$ 175.00	\$ 175.00	0%
PS Cabling Single Cat5E Cable Run - 6 to 10 Runs	PS-CBLG-CAT5E-GLB-SINGL -6_10-1	Labor & Materials to Install, Terminate, Test and Label Single Cat5E Cable Run	C Spire Business	\$ 150.00	\$ 150.00	0%
PS Cabling Single Cat5E Cable Run - 11+ Runs	PS-CBLG-CAT5E-GLB-SINGL -11+-1	Labor & Materials to Install, Terminate, Test and Label Single Cat5E Cable Run	C Spire Business	\$ 125.00	\$ 125.00	0%
PS Cabling Dual Cat5E Cable Run - 1 Runs	PS-CBLG-CAT5E-GLB-DUAL-1-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat5E Cable Run	C Spire Business	\$ 340.00	\$ 340.00	0%

PS Cabling Dual Cat5E Cable Run - 2 to 3 Runs	PS-CBLG-CAT5E-GLB-DUAL-2_3-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat5E Cable Run	C Spire Business	\$ 290.00	\$ 290.00	0%
PS Cabling Dual Cat5E Cable Run - 4 to 5 Runs	PS-CBLG-CAT5E-GLB-DUAL-4_5-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat5E Cable Run	C Spire Business	\$ 270.00	\$ 270.00	0%
PS Cabling Dual Cat5E Cable Run - 6 to 10	PS-CBLG-CAT5E-GLB-DUAL-6_10-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat5E Cable Run	C Spire Business	\$ 245.00	\$ 245.00	0%
PS Cabling Dual Cat5E Cable Run - 11+ Run	PS-CBLG-CAT5E-GLB-DUAL-11+-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat5E Cable Run	C Spire Business	\$ 220.00	\$ 220.00	0%
PS Cabling Triple Cat5E Cable Run - 1 Run	PS-CBLG-CAT5E-GLB-TRIPL -1-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat5E Cable Run	C Spire Business	\$ 435.00	\$ 435.00	0%
PS Cabling Triple Cat5E Cable Run - 2 to 3 Runs	PS-CBLG-CAT5E-GLB-TRIPL -2_3-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat5E Cable Run	C Spire Business	\$ 385.00	\$ 385.00	0%
PS Cabling Triple Cat5E Cable Run - 4-5 Runs	PS-CBLG-CAT5E-GLB-TRIPL -4_5-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat5E Cable Run	C Spire Business	\$ 365.00	\$ 365.00	0%

PS Cabling Triple Cat5E Cable Run - 6 to 10 Runs	PS-CBLG-CAT5E-GLB-TRIPL-6_10-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat5E Cable Run	C Spire Business	\$ 340.00	\$ 340.00	0%
PS Cabling Triple Cat5E Cable Run - 11+ Runs	PS-CBLG-CAT5E-GLB-TRIPL -11+-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat5E Cable Run	C Spire Business	\$ 315.00	\$ 315.00	0%
PS Cabling Quad Cat5E Cable Run - 1 Run	PS-CBLG-CAT5E-GLB-QUAD-1-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat5E Cable Run	C Spire Business	\$ 530.00	\$ 530.00	0%
PS Cabling Quad Cat5E Cable Run - 2 to 3 Runs	PS-CBLG-CAT5E-GLB-QUAD-2_3-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat5E Cable Run	C Spire Business	\$ 480.00	\$ 480.00	0%
PS Cabling Quad Cat5E Cable Run - 4 to 5 Runs	PS-CBLG-CAT5E-GLB-QUAD-4_5-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat5E Cable Run	C Spire Business	\$ 460.00	\$ 460.00	0%
PS Cabling Quad Cat5E Cable Run - 6 to 10 Runs	PS-CBLG-CAT5E-GLB-QUAD-6_10-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat5E Cable Run	C Spire Business	\$ 435.00	\$ 435.00	0%
PS Cabling Quad Cat5E Cable Run - 11+ Runs	PS-CBLG-CAT5E-GLB-QUAD-11+-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat5E Cable Run	C Spire Business	\$ 410.00	\$ 410.00	0%

PS Cabling Custom Cat5E Cable Run	PS-CBLG-CAT5E-GLB-CUSTOM-1	Labor & Materials to Install, Terminate, Test and Label Custom Cat5E Cable Run	C Spire Business	\$ -	\$ -	0%
PS Cabling Single Cat6 Cable Run - 1 Run	PS-CBLG-CAT6-GLB-SINGL -1-1	Labor & Materials to Install, Terminate, Test and Label Single Cat6 Cable Run	C Spire Business	\$ 275.00	\$ 275.00	0%
PS Cabling Single Cat6 Cable Run - 2 to 3 Runs	PS-CBLG-CAT6-GLB-SINGL -2_3-1	Labor & Materials to Install, Terminate, Test and Label Single Cat6 Cable Run	C Spire Business	\$ 225.00	\$ 225.00	0%
PS Cabling Single Cat6 Cable Run - 4 to 5 Runs	PS-CBLG-CAT6-GLB-SINGL -4_5-1	Labor & Materials to Install, Terminate, Test and Label Single Cat6 Cable Run	C Spire Business	\$ 195.00	\$ 195.00	0%
PS Cabling Single Cat6 Cable Run - 6 to 10 Runs	PS-CBLG-CAT6-GLB-SINGL -6_10-1	Labor & Materials to Install, Terminate, Test and Label Single Cat6 Cable Run	C Spire Business	\$ 170.00	\$ 170.00	0%
PS Cabling Single Cat6 Cable Run - 11+ Runs	PS-CBLG-CAT6-GLB-SINGL -11+-1	Labor & Materials to Install, Terminate, Test and Label Single Cat6 Cable Run	C Spire Business	\$ 150.00	\$ 150.00	0%
PS Cabling Dual Cat6 Cable Run - 1 Run	PS-CBLG-CAT6-GLB-DUAL-1-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat6 Cable Run	C Spire Business	\$ 395.00	\$ 395.00	0%

PS Cabling Dual Cat6 Cable Run - 2 to 3 Runs	PS-CBLG-CAT6-GLB-DUAL-2_3-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat6 Cable Run	C Spire Business	\$ 345.00	\$ 345.00	0%
PS Cabling Dual Cat6 Cable Run - 4 to 5 Runs	PS-CBLG-CAT6-GLB-DUAL-4_5-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat6 Cable Run	C Spire Business	\$ 315.00	\$ 315.00	0%
PS Cabling Dual Cat6 Cable Run - 6 to 10 Runs	PS-CBLG-CAT6-GLB-DUAL-6_10-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat6 Cable Run	C Spire Business	\$ 290.00	\$ 290.00	0%
PS Cabling Dual Cat6 Cable Run - 11+ Runs	PS-CBLG-CAT6-GLB-DUAL-11+-1	Labor & Materials to Install, Terminate, Test and Label Dual Cat6 Cable Run	C Spire Business	\$ 270.00	\$ 270.00	0%
PS Cabling Triple Cat6 Cable Run - 1 Run	PS-CBLG-CAT6-GLB-TRIPL-1-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat6 Cable Run	C Spire Business	\$ 512.00	\$ 512.00	0%
PS Cabling Triple Cat6 Cable Run - 2 to 3 Runs	PS-CBLG-CAT6-GLB-TRIPL-2_3-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat6 Cable Run	C Spire Business	\$ 465.00	\$ 465.00	0%
PS Cabling Triple Cat6 Cable Run - 4 to 5 Runs	PS-CBLG-CAT6-GLB-TRIPL-4_5-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat6 Cable Run	C Spire Business	\$ 435.00	\$ 435.00	0%



PS Cabling Triple Cat6 Cable Run - 6 to 10 Runs	PS-CBLG-CAT6-GLB-TRIPL-6_10-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat6 Cable Run	C Spire Business	\$ 410.00	\$ 410.00	0%
PS Cabling Triple Cat6 Cable Run - 11+ Runs	PS-CBLG-CAT6-GLB-TRIPL-11+-1	Labor & Materials to Install, Terminate, Test and Label Triple Cat6 Cable Run	C Spire Business	\$ 390.00	\$ 390.00	0%
PS Cabling Quad Cat6 Cable Run - 1 Run	PS-CBLG-CAT6-GLB-QUAD-1-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat6 Cable Run	C Spire Business	\$ 635.00	\$ 635.00	0%
PS Cabling Quad Cat6 Cable Run - 2 to 3 Runs	PS-CBLG-CAT6-GLB-QUAD-2_3-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat6 Cable Run	C Spire Business	\$ 585.00	\$ 585.00	0%
PS Cabling Quad Cat6 Cable Run - 4 to 5 Runs	PS-CBLG-CAT6-GLB-QUAD-4_5-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat6 Cable Run	C Spire Business	\$ 555.00	\$ 555.00	0%
PS Cabling Quad Cat6 Cable Run - 6 to 10 Runs	PS-CBLG-CAT6-GLB-QUAD-6_10-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat6 Cable Run	C Spire Business	\$ 530.00	\$ 530.00	0%
PS Cabling Quad Cat6 Cable Run - 11+ Runs	PS-CBLG-CAT6-GLB-QUAD-11+-1	Labor & Materials to Install, Terminate, Test and Label Quad Cat6 Cable Run	C Spire Business	\$ 510.00	\$ 510.00	0%

PS Cabling Custom Cat6 Cable Run	PS-CBLG-CAT6-GLB-CUSTOM-1	Labor & Materials to Install, Terminate, Test and Label Custom Cat6 Cable Run	C Spire Business	\$ -	\$ -	0%
PS Cabling Custom Fiber Run	PS-CBLG-FIBER-GLB-CUSTOM-1	Labor & Materials to Install, Terminate, Test and Label Fiber Run	C Spire Business	\$ -	\$ -	0%
SNS Rate Onsite	SNSRate	Onsite per hour rate	C Spire Business	\$ 85.00	\$ 85.00	0%
SNS Rate Travel	SNSRateTravel	Travel per hour rate	C Spire Business	\$ 50.00	\$ 50.00	0%

<b>C Spire Professional &amp; Managed Services</b>						
Name	Part #	Description	Vendor	AUP 2019 Price	List Price	% off List
PS Flat Fee Assessment		Professional Services Flat Fee Assessment	C Spire Business	custom	\$ -	0%
PS Enterprise SE Rate		Professional Services Rate for a Systems Engineer	C Spire Business	\$145.00	\$ 145.00	0%
PS Enterprise SA Rate		Professional Services Rate for a Systems Architect	C Spire Business	\$165.00	\$ 165.00	0%
PS Enterprise PM Rate		Professional Services Rate for a Project Manager	C Spire Business	\$135.00	\$ 135.00	0%